



*Occupational
Outlook
&
Vocational
Training
Directory of Contra Costa County*

1999 - 2000

OCCUPATIONAL OUTLOOK 1999

Contra Costa County

A PRODUCT OF
THE CALIFORNIA COOPERATIVE OCCUPATIONAL INFORMATION SYSTEM

Sponsored by:

Contra Costa Interim Workforce Investment Board
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California Occupational Information Coordinating Committee

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We hope you find this report useful.

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CHAPTER 1

This report presents the 1999, 1998 and 1997 findings of the California Cooperative Occupational Information System (CCOIS) formerly called the State and Local Cooperative Labor Market Information Program (LMI). Contra Costa Workforce Investment Board (formerly Private Industry Council) conducts this project in partnership with the State of California Employment Development Department (EDD). The survey area of this program includes all of Contra Costa County. When referring to this project in this report, the term LMI program will be used.

PURPOSE

The purpose of this Occupational Outlook Report is to improve the match between the workforce needs of employers and the skills of job seekers by providing current, localized occupational information. This report provides information for labor market decisions, including human resources management, and career and vocational training program planning. A number of occupations were purposely studied with CalWORKS participants in mind, including the "under-employed".

The Occupational Outlook Report will also serve as an important tool in the formulation and implementation of new and innovative workforce development policies and strategies by the newly created Contra Costa Workforce Investment Board. This report provides important information that will allow the Workforce Investment Board to better understand the local and regional labor markets and, thereby, respond to the critical needs of employers, employees and job seekers.

Labor market information is a guide when making labor market decisions, not the absolute answer. Users of labor market information should consider changes that occurred after data collection when making labor market decisions. This is particularly true when looking at findings from earlier years. These changes might be new industries and businesses, rapidly evolving and frequently changing skill-set needs, plant closures, layoffs, and other economic fluctuations.

USAGE

The information in this report can be used by a variety of organizations and individuals for many different purposes. Some possible uses are listed below:

Workforce Development	This report provides critical workforce development information that can help shape workforce development policies and training programs and strategies to meet the needs of the county's workforce and employers.
Economic Development	Local governments and economic development agencies can use the supply/demand, occupational size, expected growth rates, and wage data information to determine the suitability of Contra Costa County for business growth and development.
Career Decisions	Career counselors, workforce development advisors, and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment and training.

USAGE

Program Planning	This report provides local planners and administrators with employment and training, and placement data, as well as occupational size and expected growth rates. Program planners can use these data to evaluate, improve, and eliminate programs, or to plan new programs.
Curriculum Design	Training providers can assess and update their curriculum based on current employer needs and projected trends as indicated in this report.
Program Marketing	Training providers can effectively market their programs by informing students, employers, and others that the chances for job placements are much greater because their programs are developed using reliable local information.
Human Resources Management	Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

EMPLOYER NEEDS

In research, the Occupational Outlook Report is a tool that promotes relations between companies across industry lines. Human Resources Managers gain a better understanding of current workforce activities among employees working in similar occupations. The wage, benefit, and employment outlook information contained in the report informs employers of the future of not only parallel, but also dissimilar industries that share a common workforce. The LMI program meets employers' needs by ensuring that training providers keep abreast of local employers' hiring requirements.

JOB SEEKER NEEDS

The Occupational Outlook Report is a research tool that enables individual employment and training decision-making. Employers reported education, training, and skill requirements that provide a base of knowledge and guidance for both occupation and industry needs. Designed for use by highly skilled, mid-level or entry-level job seekers, this local information is a fundamental ingredient in the career navigation equation. The LMI program meets job seekers' needs by promoting individual responsibility in career management.

SELECTION OF OCCUPATIONS

Local users of labor market information helped select the occupations for survey at the Contra Costa Private Industry Council's annual community meeting in February, 1999.. Among the participants were chamber of commerce representatives; business owners; human resources personnel; educators; vocational program administrators and counselors; Regional Occupational Program administrators; economic development practitioners; Department of Social Services personnel; employment and training representatives; Employment Development Department staff; representatives of community-based organizations; and union representatives.

USAGE, cont.

LIST OF OCCUPATIONS

The following pages present alphabetically the occupations surveyed in 1999, and all occupations studied in 1994 (first year of this program), 1995, 1996, 1997, 1998 and 1999 by Occupational Employment Statistic (OES) Code Divisions.

LIST OF OCCUPATIONS

1999 Surveyed Occupations in Alphabetical Order

Bus and Truck Mechanics and Diesel Engine Specialists
Computer Support Specialists
Construction Managers
Electric Home Appliance and Power Tool Repairers
Electrical and Electronic Engineering Technicians and Technologists
Food Preparation Workers
Forklift Operators
General Office Clerks
Hairdressers, Hairstylists, and Cosmetologists
Hand Packers and Packagers
Heating, Air Conditioning, and Refrigeration Mechanics and Installers
Human Service Workers
Industrial Truck and Tractor Operators
Instructional Aides
Internet Web Site Designers/Developers (Webmasters)
Manicurists
Medical Records Technicians
Network Professionals
Opticians - Dispensing and Measuring
Personnel, Training, and Labor Relations Specialists
Receptionists and Information Clerks
Roofers
Secretaries, except Legal and Medical
Teachers and Instructors - Vocational Education and Training
Telephone and Cable T.V. Line Installers and Repairers

LIST OF OCCUPATIONS

OCCUPATIONS SURVEYED IN 1994, 1995, 1996, 1997, 1998 AND 1999 LISTED BY
OCCUPATIONAL EMPLOYMENT STATISTIC (OES) CODE DIVISIONS**Managers and Administrative Occupations**

130020	Financial Managers, 1995 and 1998
130050	Personnel, Training, and Labor Relations Managers, 1995 and 1998
130080	Purchasing Managers, 1997
130110	Marketing, Advertising and Public Relations Managers, 1996
130140	Administrative Services Managers, 1997
130170	Engineering, Mathematical, and Natural Sciences Managers, 1996
150110	Property and Real Estate Managers and Administrators, 1997
150170	Construction Managers, 1995 and 1999
190050	General Managers and Top Executives, 1996

Professional, Paraprofessional, Technical***Accountants, Auditors, Finance Specialists***

211080	Loan Officers and Counselors, 1996
211140	Accountants and Auditors, 1994 and 1998

Personnel, Training, Labor-Relations Specialists

215080	Employment Interviewers - Private or Public Employment Service, 1997
215110	Personnel, Training, and Labor Relations Specialists, 1999

Engineers

221140	Chemical Engineers, 1996
221260	Electrical and Electronic Engineers, 1996
221270	Computer Engineers, 1995
221350	Mechanical Engineers, 1995
003061999	Telecommunications Engineers, 1998

Engineering Related Technicians

225020	Civil Engineering Technicians and Technologists, 1996
225050	Electrical and Electronic Engineering Technicians and Technologists, 1994 and 1999
225140	Drafters (CAD), 1994 and 1998
031262996	Telecommunications Technicians, 1997

Computer Scientists and Related

251020	Systems Analysts - Electronic Data Processing, 1994 and 1998
251040	Computer Support Specialists, 1999
251051	Computer Programmers, including Aides, 1994 and 1998
031126299	Local/Wide (LAN/WAN) Area Network Managers, 1996
031132999	Network Professionals, 1999

Other Social Science Related Workers

273080	Human Service Workers, 1999
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LIST OF OCCUPATIONS

Legal Assistants, Technicians, except Clerical

283050 Paralegal Personnel, 1994

Teachers, Educators, Librarians***Other Teachers and Instructors***

313021 Preschool Teachers, 1996
 313022 Kindergarten Teachers, 1996
 313040 Teachers and Instructors - Vocational Education and Training, 1994
 313050 Teachers - Elementary School, 1997
 313080 Teachers - Secondary School, 1997
 313110 Teachers - Special Education, 1995
 313140 Teachers and Instructors-Vocational Education and Training, 1999

Librarians, Archivists and Related

315140 Vocational and Educational Counselors, 1994
 315211 Instructional Aides, 1999

Health Practitioners, Technicians and Related***Health Care Maintenance, Treating***

325020 Registered Nurses, 1996
 325050 Licensed Vocational Nurses, 1997
 325140 Opticians-Dispensing and Measuring, 1999
 325181 Pharmacy Technicians, 1995

Other Health Professionals, Paraprofessionals

329050 Medical and Clinical Laboratory Assistants, 1994
 329080 Dental Hygienists, 1997
 329110 Medical Records Technicians, 1994
 329170 Radiologic Technologists - Therapeutic, 1995
 041061999 Biotechnologists, 1995
 041061999 Biotechnology Research Assistants 1998

Miscellaneous Professional, Paraprofessional, Technical

979382999 Desktop Publishing - Graphic Designers, 1997
 031064999 Internet Web Site Designers/Developers (Webmasters), 1999

Sales and Related Occupations

410020 First Line Supervisors and Managers - Sales, and Related, 1995

Merchandise, Products, and other Sales

490112 Salespersons - Retail (except Vehicle Sales), 1997
 490170 Counter and Rental Clerks, 1998
 490210 Stock Clerks, Sales Floor, 1998
 490230 Cashiers, 1997

LIST OF OCCUPATIONS

Merchandise, Products, and other Sales, cont.

490260 Telemarketers, News and Street Vendors, Telephone Solicitors,
 Door-to-Door Sales Workers, and Related Workers, 1997

Clerical, Administrative Support

510020 First Line Supervisors/Managers - Clerical/Administrative Support, 1994

Industry Specific Clerical, Administration

531210 Loan and Credit Clerks, 1994

Investigative Related, Excluding Insurance

535080 Bill and Account Collectors, 1994

Lodging and Travel Workers

538080 Hotel Desk Clerks, 1998

Secretaries

551020 Secretaries, Legal, 1996
 551080 Secretaries, Except Legal and Medical, 1995 and 1999
 553050 Receptionist and Information Clerks, 1996 and 1999
 553070 Typists, including Word Processing, 1994
 553080 Bookkeeping, Accounting and Auditing Clerks, including Bookkeepers, 1996
 553210 File Clerks, 1997
 553230 Order Clerks, - Materials, Merchandise, and Service, 1998
 553350 Customer Service Representatives - Utilities, 1997
 553470 General Office Clerks, 1994 and 1999

EDP and Office Machine Occupations

560110 Computer Operators, 1994
 560170 Data Entry Keyers - except Composing, 1995

Material Recording, Dispatching

580230 Stock Clerks, Stockroom, Warehouse, Storage Yard, 1995 and 1998
 580280 Traffic, Shipping, and Receiving Clerks, 1995 and 1998

Service Occupations***Protective Service Occupations***

630350 Detectives and Investigators, except Public, 1998
 630470 Guards and Watch Guards, 1996

Food, Beverage Preparation and Service Occupations

650020 Hosts, Hostesses - Restaurant, Lounge or Coffee Shop, 1997
 650080 Waiters and Waitresses, 1996
 650210 Bakers-Bread and Pastry, 1996
 650260 Cooks-Restaurant, 1996

LIST OF OCCUPATIONS

Food, Beverage Preparation and Service Occupations, cont.

- 650380 Food Preparation Workers, 1996 and 1999
 650410 Combined Food Preparation and Service Workers, 1997

Health Service, Related Occupations

- 660020 Dental Assistants, 1996
 660050 Medical Assistants, 1994 and 1998
 660080 Nurse Aides, 1996
 660110 Home Health Care Workers, 1994 and 1998

Cleaning, Building Services Except Private Houses

- 680050 Hairdressers, Hairstylists, and Cosmetologists, 1999
 680080 Manicurists, 1999
 670020 Maids and Housekeepers, 1998
 670050 Janitors and Cleaners - except Maids and Housekeeping Cleaners, 1996
 670080 Pest Controllers and Assistants, 1995

Miscellaneous Personal Service Occupations

- 680140 Amusement and Recreation Attendants, 1997
 680210 Ushers, Lobby Attendants, and Ticket Takers, 1998
 680380 Childcare Workers, 1998

Agricultural, Forestry, Fishing***Miscellaneous Agricultural, Forestry, Fishing***

- 790050 Nursery Workers, 1997
 790300 Gardeners, Groundskeepers - except Farm, 1995
 790410 Laborers, Landscaping and Groundskeeping, 1998

Production, Construction, Operations, Material Handling***First-Line Supervisor/Manager - Blue Collar***

- 810050 First Line Supervisors/Managers Construction Trades and Extractive Workers, 1997

Mobile Equipment Mechanics, Repairers

- 851320 Maintenance Repairers - General Utility, 1994 and 1998
 853020 Automotive Mechanics, 1994 and 1998
 853050 Automotive Body and Related Repairers, 1997
 853110 Bus and Truck Mechanics and Diesel Engine Specialists, 1999
 857020 Telephone and Cable T.V. Line Installers and Repairers, 1999
 857050 Data Processing Equipment Repairers, 1994
 857110 Electric Home Appliance and Power Tool Repairers, 1999
 859020 Heating, Air Conditioning, Refrigeration Mechanics, and Installers, 1994

Carpenters and Related Workers

- 871020 Carpenters, 1995

LIST OF OCCUPATIONS

<i>Electricians and Related Workers</i>	
872020	Electricians, 1994
<i>Masons and Related Workers</i>	
873110	Concrete and Terrazzo Finishers, 1997
<i>Painters and Related Workers</i>	
874020	Painters, Paperhangers, 1995
<i>Plumbers and Related Workers</i>	
875020	Plumbers, Pipefitters, Steamfitters, 1994
<i>Construction Trades, NEC</i>	
878080	Roofers, 1999
<i>Production Occupations, Precision</i>	
891080	Machinists, 1995
Assemblers and Fabricators - Hand	
<i>Other Hand Workers</i>	
939140	Welders and Cutters, 1994
939560	Assemblers and Fabricators - Except Machine, Electrical, Electronic, and Precision, 1998
<i>Plant and System Occupations</i>	
950080	Chemical Plant and Systems Operators, 1995
95559999	Hazardous Materials Waste Technicians, 1994
168267998	Hazardous Waste Disposal Specialists, 1997
Motor Vehicles Operators	
971020	Truck Drivers - Heavy or Tractor Trailer, 1998
971050	Truck Drivers, Light - including Delivery and Route Workers, 1996
971170	Driver/Sales Workers, 1995
921683999	Forklift Operators, 1999
<i>Material Movement Equipment Operators</i>	
979470	Industrial Truck and Tractor Operators, 1995 and 1999
<i>Construction Trades, Extractive-Helpers</i>	
983120	Helpers - Carpenters and Related, 1997
<i>Miscellaneous Helpers, Laborers - Hand</i>	
989020	Hand Packers and Packagers, 1996 and 1999

CHAPTER 2**OCCUPATIONAL SELECTION**

The following process was used to select the occupations to be included each year. Initially, criteria were identified to narrow the list of occupations to be surveyed. The criteria were:

- the majority of occupations have a substantial employment base in the county
- the majority of occupations have a substantial number of job openings in the county

For these two criteria, occupational forecast tables prepared by the California Employment Development Department were reviewed. These tables provide past, present and future employment by occupation and projected job growth rates for occupations in Contra Costa County. Using these tables, a preliminary list was developed. Those occupations showing a strong projected growth rate and/or having a substantial employment base, and expected to have a substantial need for replacement employees were selected.

This list was reviewed by local users of labor market information who were invited to community meetings at the beginning of each program year. With input from these users, occupations were dropped and others added until a final list of occupations to be studied for the year was developed. Each occupation was then clearly defined to ensure that the information collected pertained to the appropriate occupations.

DEFINITION OF OCCUPATION

Occupations represent what workers do. They are the name or title used to identify the various activities and functions of a worker. The method for classifying an occupation used in the program is the Occupational Employment Statistics (OES) classification system developed by the U.S. Department of Labor's Bureau of Labor Statistics (BLS), or the Dictionary of Occupational Titles (DOT) developed by the Department of Labor. BLS uses the OES classification system nationwide to study staffing patterns within industries. The DOT is used nationwide to properly match jobs with workers.

SURVEY SAMPLE SELECTION

After the occupations were selected and defined, an employer sample was developed for each occupation. One consideration in drawing up the employer sample was to identify the industry classification.

An industry is a title for a group of firms that produce similar goods and services. An industry title represents the economic activity in which a firm is engaged. Industries are classified by the Standard Industrial Classification Manual. There are nine major industry groups that contain detailed industry categories. Every firm in the state is classified in one or more of these detailed industry categories, according to the products or services they provide.

SURVEY SAMPLE SELECTION

EDD staff, using a detailed database of employers and occupational staffing within industries, chose a representative sample of employers for each of the occupations. For example, a registered nurse would generally work for a firm classified in the health services category, whereas a receptionist and information clerk may be scattered across several industries, such as health services, retail trade, manufacturing, etc. This was considered for each occupation when establishing the sample of employers that would receive questionnaires. This sample was carefully reviewed by the LMI Specialist and employers were added and deleted, as appropriate, to obtain a sample of 40 employers for each occupation. This process of adding and deleting employers included the following procedures:

- To the extent possible, staff attempted to verify the existence of the occupation at the company in the original sample. Many employers were eliminated from the sample at this time because they never hired in the occupation or no longer hired in the occupation due to downsizing and/or restructuring, they were no longer in business, or a local address or phone number could not be verified. Whenever it was determined that a firm hired in the occupation, a contact person's name was obtained, the study was described, and participation was encouraged.
- As necessary, other employers not selected for the original EDD sample were added to ensure a sample size of 40 employers. These employers were selected based on staff's knowledge of local firms, the Yellow Pages, or other directories of county firms.

QUESTIONNAIRE DEVELOPMENT

A basic questionnaire was used for all occupations. The LMI Specialist, with the assistance of EDD staff, developed a list of skills that was added to each questionnaire prior to beginning the survey.

SURVEY PROCEDURES

The following survey procedures were used each year:

- Questionnaires were mailed to a sample of 40 employers for each occupation, beginning May 17, 1999.
- Employers not responding within a stated response time were contacted by phone to encourage them to return the questionnaire, via mail or fax. Employers were also given the opportunity to complete the questionnaire by phone.
- All surveys were reviewed to monitor accuracy and completeness. Employers were contacted if answers were unclear.
- If a sufficient number of responses could not be obtained from the finalized sample of 40 employers, additional employers to survey were again identified. This was necessary when an employer could not match the occupational description with a company position, or refused to participate in the survey.
- Data collection was completed on September 3, 1999.

TABULATION AND RESULTS

The local LMI Specialist entered survey responses into a database and tabulations were generated on computer software provided by EDD, with the exception of skills data, which were tabulated separately. From those tabulations, the data were analyzed and the final occupational summaries were prepared.

Each occupational summary contains information on education, training and other hiring requirements, computer skills sought, schools offering related training programs, wages and fringe benefits, promotional opportunities, size and employment of the occupation, supply and demand, employment trends and other information

Specific employer information is and will remain confidential.

CHAPTER 3

Following are descriptions of each section of the Occupational Summaries:

OCCUPATION

Occupations are listed alphabetically by their Occupational Employment Statistics (OES) or Dictionary of Occupational Titles. The titles and definitions are based on the OES dictionary published by the Bureau of Labor Statistics, updated for California as of July 1993, and the DOT, published by the U.S. Department of Labor, Employment and Training Administration, Fourth Edition, Revised in 1991.

KEY TERMS

The words **all**, **almost all**, **most**, **many**, **some** or **few** are used when showing percentage of responding employers' replies to an occupation's employment. The reader should use the following guidelines when these terms are used:

All Employers	100%
Almost All employers	80% up to but not including 100% of the survey respondents
Most employers	60% up to but not including 80% of the survey respondents
Many employers	40% up to but not including 60% of the survey respondents
Some employers	20% up to but not including 40% of the survey respondents
Few employers	Less than 20% of the survey respondents

EDUCATION, TRAINING, AND EXPERIENCE

This section presents the educational level of recent new hires, whether training may be substituted for experience and whether responding employers require previous work experience.

Education of recent hires indicates the level of formal education that most of the recently hired employees in the occupation have. Employers were asked to check only one level of education from the choices (less than high school, high school or equivalent, some college but no degree, associate 2-year degree, bachelor 4-year degree, or graduate study).

Training, for the 1997 and 1998 Occupational Summaries, shows the percentage of responding employers who stated they would accept training as a substitute for experience **always**, **usually**, **sometimes**, or **never**. For the 1999 Occupational Summaries, training shows the percentage of responding employers who stated **training is required**, **is not required**, or **is not required, but preferred** prior to employment. Employers were asked about the amount and type of training for the occupation.

Previous work experience required, for the 1997 and 1998 Occupational Summaries, reports the percentage of responding employers who state that previous work experience is required **always**, **usually**, **sometimes**, or **never**. Also reflected is the number of months and type of previous experience that meet the qualifications of those employers requiring experience. The months shown represent a range stated by the responding employers. For the 1999 Occupational Summaries, previous work experience required reports the percentage of responding employers who state previous work experience **is required**, **is not required**, or **is not required, but preferred**. Also reflected is the number of months and type of previous work experience reported as acceptable prior to employment.

OTHER REQUIREMENTS

This section presents typical employer preferences for skills and key personal traits of those working in the occupation, as well as schools offering related training programs for the occupation.

Skills and qualifications required were rated as **very important** to **not important** by responding employers from a list included in the questionnaire. In 1997, employers were also asked about **additional qualifications required**. In 1998 employers were asked about additional skills needed to become eligible for promotion. In 1999, employers were asked about additional skills needed for career advancement. Each year employers were asked to identify **new skills** desired to perform the functions of the occupation over the next three years. Additionally, each year employers were asked which computer skills were sought. In 1999, employers were asked to identify which software applications are used.

Local schools offering related training programs are listed alphabetically for each occupation surveyed. Please refer to Appendix A for a list of local schools offering courses related to the occupations studied in 1994, 1995, 1996, 1997, 1998 and 1999. Please refer to the State Training Inventory (<http://sti.soicc.ca.gov/sti>) for further program information.

Training data was collected in fall and winter of 1997, 1998, and 1999. The validity of this information is based solely on information provided by the training facility. Users of this information are encouraged to contact the training provider to verify the accuracy of the information.

WAGES AND OTHER INFORMATION

The wage data enables comparison of salaries within certain ranges. Wage data do not represent official prevailing wages. The ranges represent information obtained primarily from employer surveys, with extreme answers excluded. LMI staff collected wage data in the spring and summer of 1999. Terms used to describe employees' experiences are:

New hires, no experience	The wages of persons trained but with no paid experience in the occupation.
New hires, experienced	The wages paid to journey-level or experienced persons just starting at the firm.
Experienced, 3 years with firm	The wages generally paid to persons with three years' journey-level experience at the firm.

Hours show the full-time, part-time, temporary/on call, and seasonal status of employees reported by responding employers and the average hours employees in each of these time bases work.

Unionization shows the percentage of firms and employees that are union. This section also lists the union organizations which employers report affiliation.

Employment Distribution by Gender gives a percent breakdown of gender distribution in the particular occupation.

TERMS USED IN OCCUPATIONAL SUMMARY SECTION
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OTHER REQUIREMENTS

Fringe Benefits show the percentage of responding employers offering benefits to employees working in the occupation. In 1999, fringe benefits show the percentage of responding employers offering employer-paid benefits to employees working in the occupation.

Promotional opportunities refer to advancement opportunities to a higher position. This information is obtained from the responding employers' answers to the question regarding promotional possibilities from the occupation to a higher level position.

TERMS USED IN OCCUPATIONAL SUMMARY SECTION

SIZE AND EMPLOYMENT OUTLOOK

SIZE

The size of a particular occupation refers to the estimated number of workers within Contra Costa County. Occupational size in Contra Costa County is measured using the following scale:

	1997	1998	1999
Small	Less than 433	Less than 500	Less than 491
Medium	433 to 865	500 to 999	491 to 981
Large	866 to 1,875	1,000 to 2,000	982 to 2,127
Very Large	1,876 and above	2,001 and above	2,128 and above

OUTLOOK

In most cases, one of several standard terms will describe the expected occupational growth rate for the outlook period.

Much Faster than average	= 1.5 or more
Faster Than Average	= 1.1 to but not including 1.5
Average	= 0.9 to but not including 1.1
Slower Than Average	= Less than 0.9 but greater than 0
Remain Stable	= Zero
Slow Decline	= Less than zero

The projected average growth for Contra Costa County in 1997 was 12.2 percent, in 1998 the projected average growth was 21.4, and in 1999, the projected average growth was 21.4 percent.

Unless otherwise noted, the employment trends are projected to five years in the future. It is important not to over emphasize growth in an occupation.

For most occupations, more openings are the result of industry growth rather than of workers leaving the labor force (attrition) or changing occupations. Replacement openings are most numerous in occupations with relatively low training.

SUPPLY AND DEMAND ASSESSMENT

The terms presented in this section of the 1999 summaries refer to the relative difficulty employers experienced in locating qualified applicants for entry-level and experienced positions in the occupation. The terms used in describing the local supply and demand situation found in the area currently are defined as:

Very Difficult	Demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when openings exist.
Moderately Difficult	Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Applicants may find little competition in their job search.

TERMS USED IN OCCUPATIONAL SUMMARY SECTION

SIZE AND EMPLOYMENT OUTLOOK

Not Difficult	Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.
----------------------	--

The terms presented in this section of the 1997 and 1998 summaries refer to the relative difficulty employers experienced in locating qualified applicants for entry-level and experienced positions in the occupation. The terms used in describing the local supply and demand situation found in the area currently are defined as:

Very Difficult	Demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when openings exist.
-----------------------	---

Somewhat Difficult	Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.
---------------------------	---

A Little Difficult	Supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.
---------------------------	--

Not Difficult	Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.
----------------------	--

In 1997, 1998, and 1999 employers were asked how many vacancies were filled in their firms over the last 12 months due to promotions, employees leaving, new positions, or temporary/seasonal workers.

In 1997 and 1998 employers were asked if they expect their firms' employment in the occupation to decline, remain stable, or grow over the next three years. In 1999 employers were asked if they expect their firms' employment in the occupation to decline, remain stable, or grow over the next two years.

RECRUITMENT

Recruitment lists main methods responding employers use to recruit employees.

MAJOR EMPLOYING INDUSTRIES

Types of industries shown in this section, for OES coded occupations, were derived from the major Standard Industrial Classification (SIC) codes of employers surveyed. For non-OES coded occupations, types of industries shown in this section were derived from the SIC codes of responding employers.

Related Dictionary of Occupational Titles (DOT) Code refers the reader to a related DOT code that users could refer to when researching occupations.

California Occupational Guide Number (COG#) refers to a series of detailed occupational descriptions prepared by the Labor Market Information Division of the Employment Development Department. These guides are updated regularly and provide information relevant to the State of California. Not all occupations had a corresponding guide at the time this document was printed but new occupations are regularly added. It is recommended that you refer to the Occupational Guides for more detailed information concerning the occupation.

SIZE AND EMPLOYMENT OUTLOOK

LICENSE/CERTIFICATION

Though not included in the individual occupational summaries, Appendix B provides a list of those occupations surveyed that require a license or certificate. Information regarding license/certification was obtained from the California License Handbook, 5th edition, 1997. Please refer to Appendix B for further information.

CHAPTER 4

Seventy-four occupational summaries appear in this section for the years 1997, 1998 and 1999. Data on these occupations were collected in the spring, summer, and fall of each of the survey years. The summaries for the occupations studied in 1997 and 1998 are printed in their original format. Data cited are findings as they were during the year surveyed. Though there are some differences in the format in 1999, the same type of information is basically provided for all three years. Changing economic conditions after the survey period could alter the results presented in these summaries.

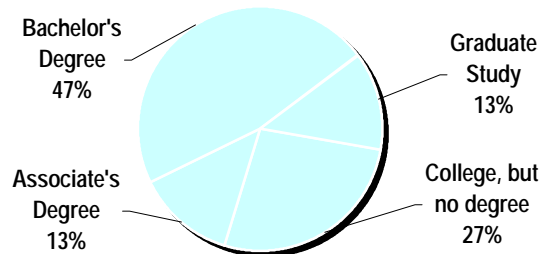
ACCOUNTANTS AND AUDITORS

15 Employers Represented

Accountants and Auditors examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data. **OES Code: 211140**

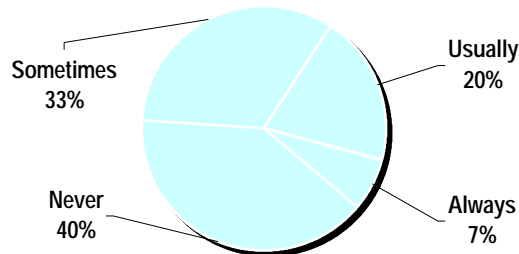
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



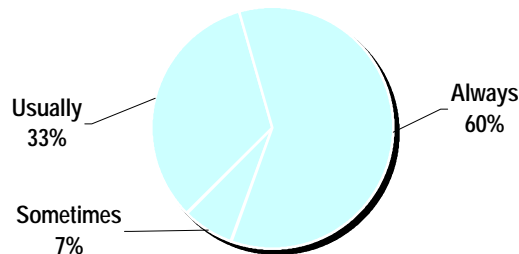
Many (47%) employers report that recent new hires have completed their Bachelor's degree.

TRAINING SUBSTITUTING EXPERIENCE



Many (40%) employers state that training is never accepted as a substitute for experience. **Desired training when acceptable:** 12 to 48 months Accounting, Financial Management, CPA License, or Bachelor's degree.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (60%) employers report that work experience is always required. **Desired work experience when acceptable:** 12 to 36 months Accounting, Bookkeeping, Auditing, or Tax Preparation.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Problem solving skills	3.0
Ability to use accounting software	2.9
Knowledge of computerized accounting systems	2.9
Business math skills	2.8
Ability to write effectively	2.7
Budget analysis skills	2.7

Personal

Ability to pay attention to detail	3.0
Ability to read and comprehend information quickly	3.0
Ability to work under pressures	3.0
Ability to work independently	3.0
Customer service skills	2.8
Willingness to work with close supervision	2.5

Basic

Ability to read and follow instructions	3.0
Ability to write legibly	2.9
Oral communication skills	2.8

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Supervisory skills, management skills, excellent technical skills, leadership skills, willingness to work additional hours, continuing education, and creative skills.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Continuing education, and heavy computer software.

COMPUTER SKILLS SOUGHT:

All (100%) seek spreadsheet; **almost all** (80%) seek word processing; **many** (40%) seek database; a **few** (20%) seek desktop publishing, and **some** (30%) seek other (e.g. accounting software).

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- California State University, Hayward - Contra Costa Campus
- Diablo Valley College
- St. Mary's College School of Extended Education
- University of Phoenix

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 9.59 - \$22.71	\$11.99
New hires, experienced:	\$12.00 - \$28.77	\$19.57
Experienced, 3 years with firm:	\$15.00 - \$33.56	\$23.79

Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$14.86 - \$17.57	\$16.21
New hires, experienced:	\$14.86 - \$21.58	\$19.65
Experienced, 3 years with firm:	\$17.19 - \$23.75	\$21.33

*Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision."

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (96%) employees worked full-time averaging 40 hours a week, and a **few** (4%) worked part-time averaging 27 hours a week.

Unionization

Some (20%) firms, and **most** (60%) employees are union.

Gender

Male (41%), Female (59%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	93%	7%
Dental Insurance	86%	7%
Vision Insurance	43%	7%
Life Insurance	79%	7%
Paid Sick Leave	93%	14%
Paid Vacation	100%	14%
Retirement Plan	79%	14%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Supervisor
- Senior Accountant
- Department Head
- Manager

Related **Dictionary of Occupational Titles (DOT) Code:**

160.162-010, 160.162-018, 160.162-022, 160.162-026, 160.167-010, 160.167-026

For more information, see COG #1

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 - 2002

Occupation size: Very Large

Projected new jobs: 970

Openings due to separations: 330

Projected growth between 1995-2002 is faster than average, 30.6%.

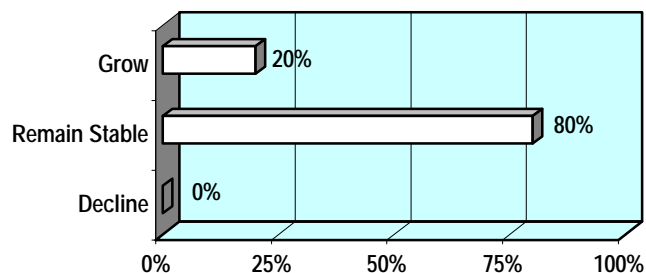
(Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced applicants and **some** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **some** (38%) vacancies filled over the last 12 months were due to new positions; **some** (25%) filled were due to employees leaving or temporary/on-call work, and a **few** (13%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (80%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (20%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top four resources:

- Newspaper ads
- In-house promotion or transfer
- Employees' referrals
- Other: open exam

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Insurance Agents, Brokers, and Service
- Computer Related Services
- Real Estate Agents and Managers
- Investment Advice
- Individual and Family Services
- Elementary and Secondary Schools
- Engineering Services
- Accounting, Auditing, and Bookkeeping
- Local Government

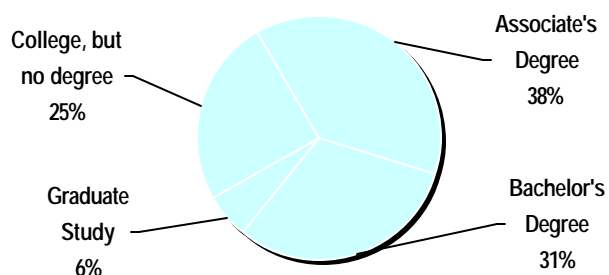
ADMINISTRATIVE SERVICES MANAGERS

16 Employers Represented

Administrative Services Managers plan, organize, direct, control, or coordinate the supportive services department of businesses, agencies, and organizations. Typical Administrative Services Managers are Program Managers and Contract Administrators. Does not include Procurement Managers or Managers who spend less than 80% of their time in administrative services. **OES Code: 130140**

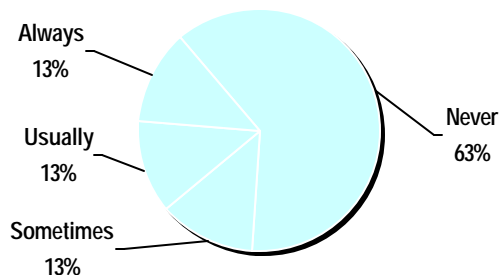
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



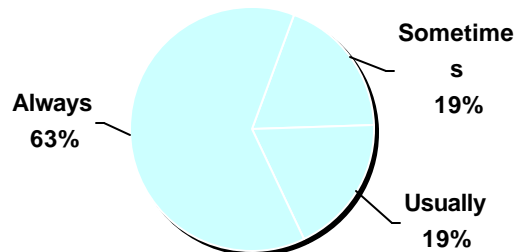
Some (38%) employers report that recent new hires have completed their Associate's degree.

TRAINING SUBSTITUTING EXPERIENCE



Most (63%) employers state that training is never accepted as a substitute for experience. **Desired training when acceptable:** 12 to 24 months Business Administration, Administrative Management, or Business Administration College Courses.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (63%) employers report that work experience is always required. **Desired work experience when acceptable:** 24 to 36 months Clerical, Supervision, or Management

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to operate a personal computer	2.6
Ability to manage an activity or department	2.5
Ability to plan and organize the work of others	2.5
Supervisory skills	2.5
Ability to maintain financial records	2.2
Business math skills	2.1
Ability to write effectively	2.0
Report writing	1.9
Ability to follow purchasing procedures	1.5

Basic

Ability to follow instructions	2.7
--------------------------------	-----

Personal

Good organizational skills	2.7
Ability to work under pressure	2.7
Public contact skills	2.6
Ability to work independently	2.5

ADDITIONAL QUALIFICATIONS REQUIRED:

Excellent interpersonal communications, good customer service, and exceptional phone etiquette.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Cross functional skills, internet usage, report writing, presentation development, inventory control, budgeting, logistics, conference and meeting planning, teaching subordinates, strong business office practices, ability to take initiative, office administration, negotiation, and review contracts and lease agreements.

COMPUTER SKILLS SOUGHT:

All (100%) seek word processing; **almost all** (92%) seek spreadsheet; **most** (75%) seek database; **some** (25%) seek desktop publishing, and a **few** (6%) seek e-mail

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Community Colleges
- Four Year Universities

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$14.38	\$ 9.75
New hires, experienced:	\$ 8.00 - \$36.76	\$16.11
Experienced, 3 years with firm:	\$10.00 - \$51.27	\$20.01

(Out of 16 firms responding, all answered this question.)

"A **few** (6%) firms also pay commission to employees working in this occupation."

HOURS WORKED

Almost all (86%) employees worked full-time; a **few** (9%) worked part-time, and a **few** (6%) worked seasonal.

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	7%
Dental Insurance	87%	7%
Vision Insurance	40%	7%
Life Insurance	53%	7%
Paid Sick Leave	100%	7%
Paid Vacation	100%	7%
Retirement Plan	47%	7%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Office Manager
- Various Lateral Management Positions

Related **Dictionary of Occupational Titles (DOT) Code:**
169.167-010

For more information, see COG #N/A

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

Occupation size: Large

Projected new jobs: 111

Openings due to separations: 141

Projected growth between 1994-2001 is average, 11.7%.

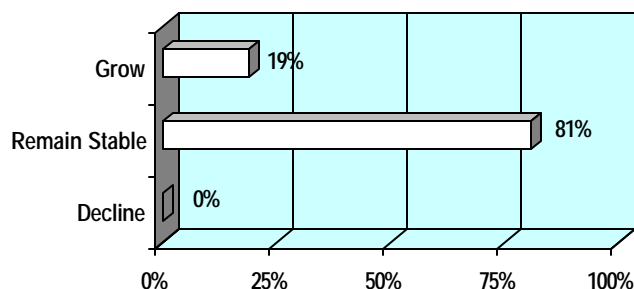
(Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced applicants and **great** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **most** (60%) vacancies filled over the last 12 months were due to new positions, and **many** (40%) filled were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (81%) employers responding expect this occupation's employment to remain stable over the next 3 years, and a **few** (19%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- In-house promotions or transfers
- Private employment agencies
- Employees' Referrals

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Telephone Communications

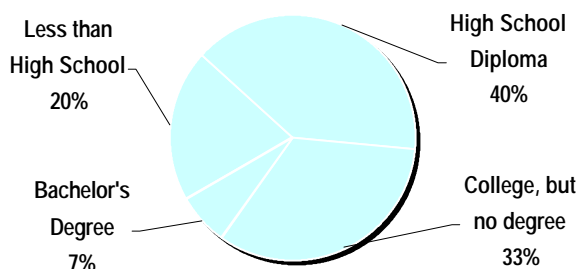
AMUSEMENT AND RECREATION ATTENDANTS

15 Employers Represented

Amusement and Recreation Attendants perform a variety of duties at amusement or recreation facilities. They schedule the use of recreation facilities and allocate equipment to participants of sporting events or recreational pursuits, collect fees for games played, set pins, prepare billiard tables, provide caddying and other services for golfers, and operate carnival rides and amusement concessions. **OES Code: 680140**

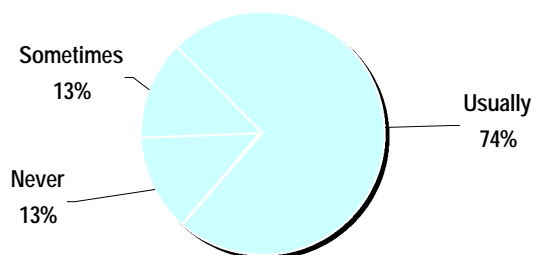
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



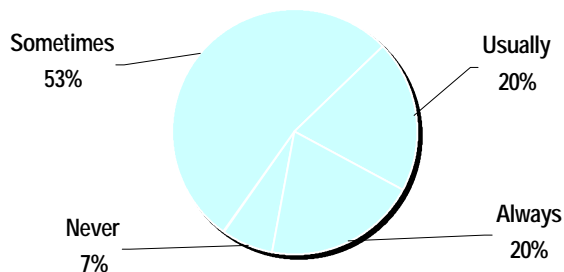
Many, (40%) employers report that recent new hires have completed High School or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Most, (74%) employers state that training is usually accepted as a substitute for experience. **Desired training when acceptable:** 1 to 6 months On-the-Job Training, CPR, or First Aid.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (53%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 6 to 12 months Recreation Aide, Gym Attendant, Life Guard, Fitness Instructor, Maintenance, or Waiter/Waitress.

Key Terms:

All = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%, **Many** = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to make change	2.3
Telephone answering skills	1.3
Ability to operate a cash register	1.3

Physical

Ability to stand for prolonged periods of time	3.0
--	-----

Basic

Ability to read and follow instructions	2.5
Basic math skills	2.2

Personal

Oral communication skills	3.0
Public contact skills	3.0
Willingness to work with close supervision	2.7
Ability to work independently	2.3
Leadership ability	2.2

ADDITIONAL QUALIFICATIONS DESIRED:

Well groomed, cheerful appearance, healthy and strong, salesmanship, reliable, team player, honest, and dependable.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

People service, customer service, and interpersonal communication.

COMPUTER SKILLS SOUGHT:

All (100%) seek database

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Antioch Adult School
- Coastal Diving Academy
- Regional Occupational Program
- Rubicon Programs, Inc.
- St. Mary's College

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.15 - \$10.00	\$ 5.50
New hires, experienced:	\$ 5.15 - \$10.00	\$ 6.00
Experienced, 3 years. with firm:	\$ 5.15 - \$16.00	\$ 8.00
<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.15 - \$ 5.15	\$ 5.15
New hires, experienced:	\$ 5.15 - \$15.12	\$10.13
Experienced, 3 years. with firm:	\$10.00 - \$16.43	\$13.21

(Out of 15 firms responding, 2 are union.)

A **few** (7%) union firms hire only experienced employees to work in this occupation. A **few** (7%) non-union firms pay commission to employees working in this occupation.

HOURS WORKED

Many (48%) employees worked full-time; a **few** (17%) worked part-time, and a **few** (1%) worked temporary/on call.

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	0%
Dental Insurance	60%	0%
Vision Insurance	30%	0%
Life Insurance	40%	0%
Paid Sick Leave	80%	0%
Paid Vacation	80%	0%
Retirement Plan	30%	0%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Supervision
- Management

Related **Dictionary of Occupational Titles (DOT) Code:**
340.367-010, 341.367-010, 342.137-010, 343.137-014, 349.664-010

For more information, see COG #N/A

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

Occupation size: Large
Projected new jobs: 434
Openings due to separations: 288
Projected growth between 1994-2001 is much faster than average, 53.7%.

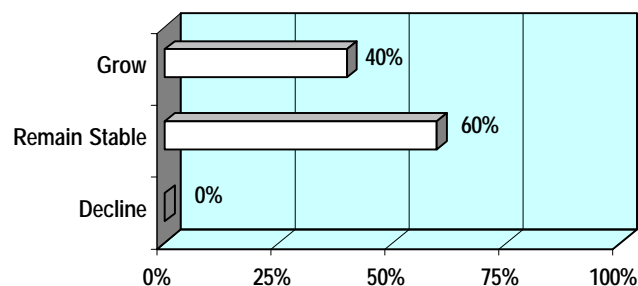
(Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **some** (32%) vacancies filled over the last 12 months were due to temporary/on call; **some** (31%) filled were due to new positions; **some** (29%) filled were due to employees leaving, and a **few** (7%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (60%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **many** (40%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top five resources:

- Employees' referrals
- Newspaper ads
- Hire unsolicited applicants
- In-house promotion or transfer
- Other: job hotline, job postings, and job fairs

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Local Government
- Amusement and Recreation
- Physical Fitness Facilities
- Public Golf Courses
- Membership Sports and Recreation Club

ASSEMBLERS AND FABRICATORS EXCEPT MACHINE, ELECTRICAL, ELECTRONIC, AND PRECISION

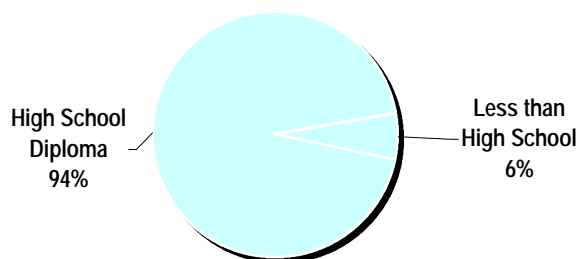
16 Employers Represented

Assemblers and Fabricators in this category assemble and/or fit together parts to form complete units or subassemblies at a bench, conveyor line, or on the floor. Their work may involve the use of hand tools, power tools and special equipment in order to carry out fitting and assembly operations. Includes assemblers whose duties are of a non-precision nature. Does not include electrical, electronic, machine and precision assemblers, and workers who perform specialized operations exclusively as a part of assembly operations, such as riveting, welding, soldering, machining, or sawing.

OES Code: 939560

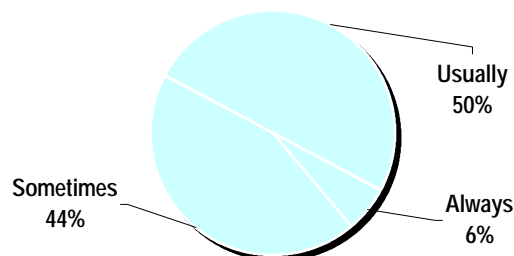
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



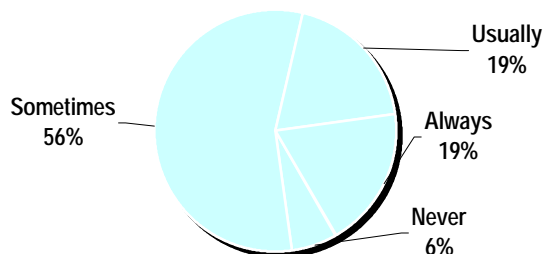
Almost all (94%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Many (50%) employers state that training is usually accepted as a substitute for experience. **Desired training when acceptable:** 3 to 6 months OJT, Laborer, Handyman, Metal Shop, Machine Shop Assembly, Production, Welding, or Production Worker.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (56%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 3 to 6 months Assembler, Fabricator, Construction Helper, Layout, Production Helper, Mold Builder, Laborer, Basic Shop, Machine Operator, or OJT.

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Attention to detail	2.8
Ability to operate power tools	2.8
Ability to read blueprints	1.9
Ability to use and read a tape measure	1.8
Record keeping skills	1.2
Ability to operate computer controlled tools	1.2

Physical

Full use of hands, arms, and fingers	3.0
Good hand-eye coordination	3.0
Manual dexterity	2.8
Ability to stand for prolonged periods of time	2.6

Personal

Ability to work under pressure	3.0
Ability to work as part of a team	2.8
Ability to work independently	2.8
Mechanical aptitude	1.7

Basic

Ability to perform routine, repetitive work	2.9
Ability to perform basic mathematical computations	1.7
Basic writing skills	1.5

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Ability to read measurements correctly, ability to guide, give and follow instructions, bilingual, and ability to set up and operate machines.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

None reported.

COMPUTER SKILLS SOUGHT:

A **few** (6%) seek word processing.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Regional Occupational Program of Contra Costa County

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 1998

ASSEMBLERS AND FABRICATORS EXCEPT MACHINE, ELECTRICAL, ELECTRONIC, AND PRECISION

255 Jobs Represented

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$11.51	\$ 9.29
New hires, experienced:	\$ 5.75 - \$14.86	\$11.00
Experienced, 3 years with firm:	\$ 8.00 - \$19.18	\$13.50

<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.00 - \$10.00	\$ 8.00
New hires, experienced:	\$ 7.50 - \$17.00	\$11.68
Experienced, 3 years with firm:	\$ 8.00 - \$20.00	\$15.00

*Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision."

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (84%) employees worked full-time averaging 40 hours a week; a **few** (12%) worked temporary/on call averaging 40 hours a week, and a **few** (4%) worked part-time averaging 23 hours a week.

Unionization

Many (50%) firms, and **many** (48%) employees are union.

Gender

Male (91%), Female (9%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	92%	0%
Dental Insurance	54%	0%
Vision Insurance	31%	0%
Life Insurance	46%	0%
Paid Sick Leave	31%	0%
Paid Vacation	85%	0%
Retirement Plan	46%	0%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Machine Shop Operator
- Lead
- Foreman

Related **Dictionary of Occupational Titles (DOT) Code:**
700.684-014, 701.687-010, 731.687-010, 732.687-010

For more information, see COG #47

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 - 2002

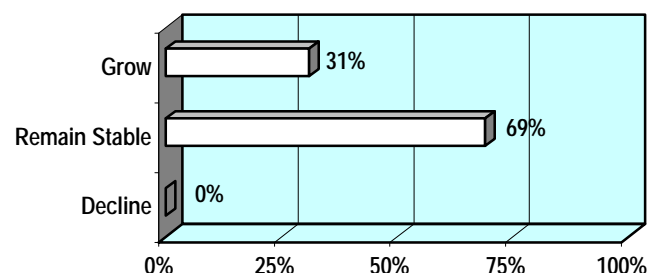
Occupation size: Large
Projected new jobs: 360
Openings due to separations: 190
Projected growth between 1995-2002 is slower than average, 15.2%.
(Average growth between 1995- 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **most** (62%) vacancies filled over the last 12 months were due to employees leaving; **some** (21%) filled were due to temporary/on call, and a **few** (16%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (69%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (31%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- Recruit via newspaper ads
- Hire unsolicited applicants

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Special Trade Contractors, NEC
- Wood Pallets and Skids
- Steel Wire and Related Products
- Sheet Metalwork
- Fabricated Metal Products, NEC
- Process Control Instruments
- Pumps and Pumping Equipment
- Industrial Machinery
- Welding Repair

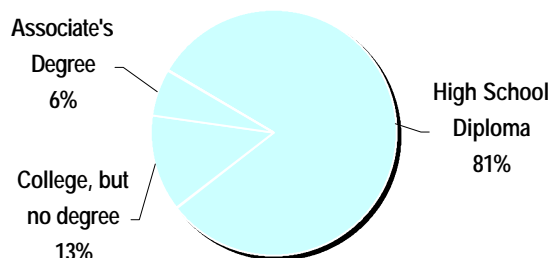
AUTOMOTIVE BODY AND RELATED REPAIRERS

16 Employers Represented

Automotive Body and Related Repairers repair, repaint, and refinish automotive vehicle bodies, straighten vehicle frames, and replace damaged vehicle glass. OES Code: 853050

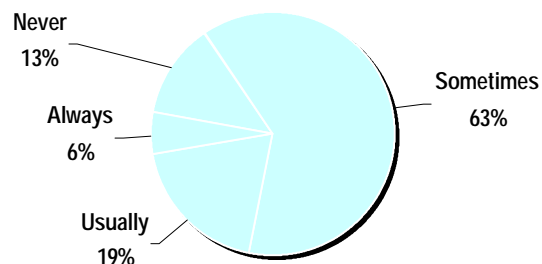
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



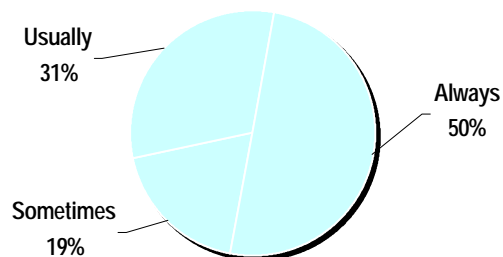
Almost all (81%) employers report that recent new hires have completed High School or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Most (63%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 6 to 12 months Automotive Body Repair Vocational Training, or Automotive Body Repair Certification.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (50%) employers report that work experience is always required. **Desired work experience when acceptable:** 12 to 48 months Apprentice, Body person, or Journey person.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to use power hand tools	3.0
Good color perception	2.8
Knowledge of painting techniques	2.8
Ability to use cutting and welding machines	2.7
Ability to do masking work	2.6
Work with fiberglass	1.7
Ability to install vehicle glass	1.3
Use a computer terminal	1.2

Physical

Ability to tolerate dust and paint fumes	2.4
Ability to lift at least 70 pounds	2.2

Basic

Oral communication skills	1.9
Perform basic mathematical computations	1.6
Write legibly	1.5

Personal

Ability to read and follow instructions	2.9
Ability to work independently	2.8
Willingness to work with close supervision	2.5

ADDITIONAL QUALIFICATIONS DESIRED:

Desire to work, honest, trustworthy, clean, reliable, dependable, and good attitude.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Automobile computers, computer knowledge, and human resources management.

COMPUTER SKILLS SOUGHT:

Many (50%) seek spreadsheet; **many** (50%) seek word processing; **many** (50%) seek database, and **many** (50%) seek desktop publishing.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Regional Occupational Program

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.00 - \$15.00	\$ 8.00
New hires, experienced:	\$ 9.00 - \$23.00	\$10.00
Experienced, 3 years with firm:	\$15.00 - \$26.65	\$22.00

(Out of 16 firms responding, 1 is union.)

HOURS WORKED

Most (77%) employees worked full-time; **some** (22%) worked part-time, and a **few** (1%) worked temporary/on call.

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	94%	0%
Dental Insurance	69%	0%
Vision Insurance	50%	0%
Life Insurance	13%	0%
Paid Sick Leave	63%	0%
Paid Vacation	69%	0%
Retirement Plan	31%	0%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Journey-Level Repairer
- Supervision
- Management

Related Dictionary of Occupational Titles (DOT) Code:
807.381-030

For more information, see COG #68

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

Occupation size: Small

Projected new jobs: 50

Openings due to separations: 69

Projected growth between 1994-2001 is average, 13.3%.

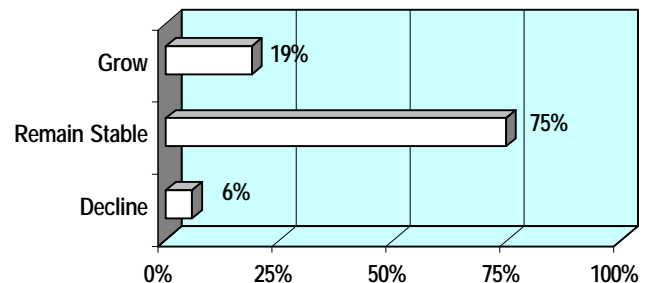
(Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **most** (79%) vacancies filled over the last 12 months were due to employees leaving; a **few** (14%) filled were due to new positions; a **few** (5%) filled were due to promotions, and a **few** (2%) filled were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (75%) employers responding expect this occupation's employment to remain stable over the next 3 years; a **few** (19%) expect it to grow, and a **few** (6%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top four resources:

- Employees' referrals
- Hire unsolicited applicants
- Newspaper ads
- Other: vendor referral, and steel shops

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Top and Body Repair and Paint Shops
- New and Used Car Dealers
- General Automotive Repair

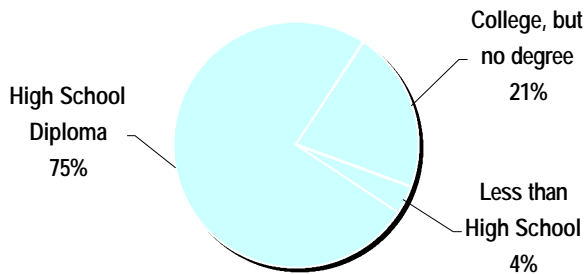
AUTOMOTIVE MECHANICS

24 Employers Represented

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Does not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical Systems Specialists. **OES Code: 853020**

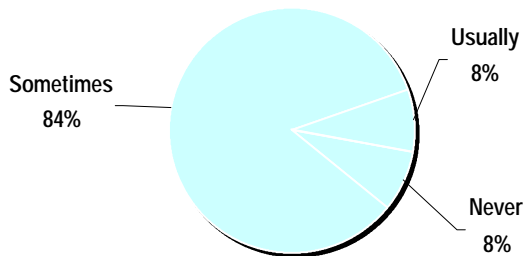
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



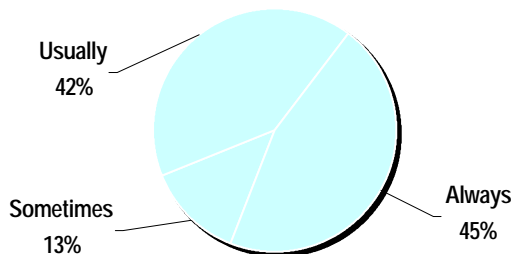
Most (75%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Almost all (84%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 6 to 12 months ASE Certification, Smog License, Basic Mechanical and Electrical Training, or Associate's Degree.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (45%) employers report that work experience is always required. **Desired work experience when acceptable:** 6 to 30 months Automotive Technician, Apprentice, or Lube Technician.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to implement safe work practices	3.0
Possession of a driver's license	2.5
Database skills	1.4
Ability to repair brakes	1.3
Ability to operate electronic automotive diagnostic equipment	1.3
Certified in Auto Service Excellence (ASE)	1.3
Ability to repair fuel injection systems	1.3
Ability to repair emission controls	1.2
Ability to repair vehicle air conditioners	1.2
Certified in auto air conditioning maintenance and repair	1.2
Certified as a Smog Control Mechanic	1.1
Ability to repair vehicle heaters	1.1

Personal

Ability to work independently	2.8
Ability to work with close supervision	2.6
Possession of a good DMV driving record	2.5

Basic

Ability to read and follow instructions	3.0
Basic math skills	2.8
Oral communication skills	2.8
Ability to write legibly	2.8

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Inventory and employee management skills, able to train employees, computer skills, accounting, bookkeeping and record keeping skills, communication skills, legal logic skills, positive attitude, additional service and technical training, leadership/supervisory skills, selling skills, lead by example, work independently, and typing skills.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Advanced automotive, computer-aided diagnostics, electronic diagnostics, antilock brake repair, smog license, and typing.

COMPUTER SKILLS SOUGHT:

Many (50%) seek database; **many** (42%) seek other (e.g. basic computer skills, windows, and automotive diagnostic software), and **some** (25%) seek word processing.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Regional Occupational Program of Contra Costa County

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.00 - \$22.00	\$ 9.00
New hires, experienced:	\$ 6.75 - \$23.01	\$13.50
Experienced, 3 years with firm:	\$ 7.50 - \$30.00	\$20.00

Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$18.00	\$12.00
New hires, experienced:	\$12.50 - \$26.43	\$22.33
Experienced, 3 years with firm:	\$22.00 - \$26.43	\$23.25

"Employers also pay commission."

"Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision."

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (85%) employees worked full-time averaging 40 hours a week, and a **few** (15%) worked part-time averaging 30 hours a week.

Unionization

Some (33%) firms, and **some** (25%) employees are union.

Gender

Male (92%), Female (8%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	96%	4%
Dental Insurance	83%	0%
Vision Insurance	63%	0%
Life Insurance	75%	4%
Paid Sick Leave	13%	8%
Paid Vacation	92%	8%
Retirement Plan	79%	8%
Child Care	4%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Service Advisor
- Service Supervisor
- Foreman
- Manager

Related **Dictionary of Occupational Titles (DOT) Code:**
620.261-034

For more information, see COG #24

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 - 2002

Occupation size: Large
Projected new jobs: 860
Openings due to separations: 320
Projected growth between 1995-2002 is much faster than average, 38%.

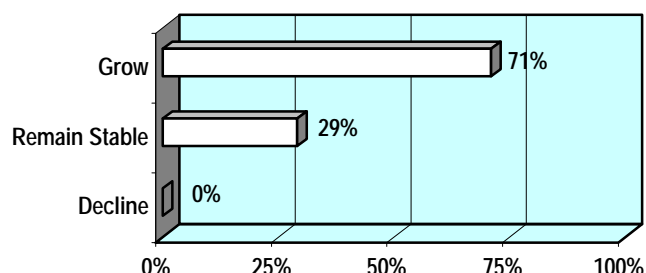
(Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (54%) vacancies filled over the last 12 months were due to employees leaving; **some** (32%) filled were due to promotions, and a **few** (14%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (71%) employers responding expect this occupation's employment to grow over the next 3 years, and **some** (29%) expect it to remain stable.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- In-house promotion or transfer
- Employees' referrals
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- New and Used Car Dealers
- Automotive Services, NEC
- General Automotive Repair Shops
- Gasoline Service Stations
- Lawn and Garden Services

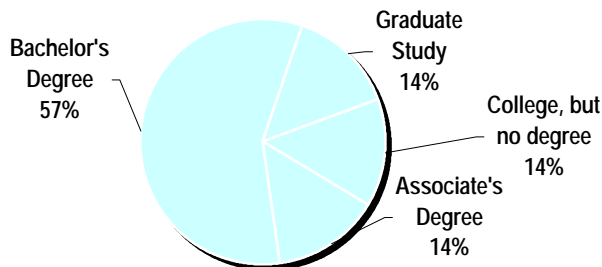
BIOTECHNOLOGY RESEARCH ASSISTANTS

7 Employers Represented

Biotechnology Research Assistants may be responsible for a wide variety of research laboratory tasks and experiments used to create products such as new drugs and vaccines to combat AIDS, cancer and heart disease. These tasks and experiments may also apply to developing new foods, veterinary medicine, medical devices, plastics and pollution control products. **Non OES Code: 041061999**

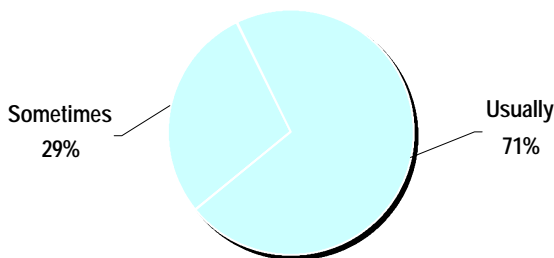
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



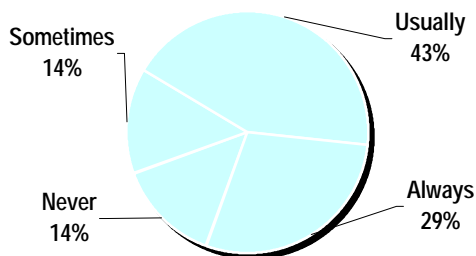
Many (57%) employers report that recent new hires have completed their Bachelor's degree.

TRAINING SUBSTITUTING EXPERIENCE



Most (71%) employers state that training is usually accepted as a substitute for experience. **Desired training when acceptable:** 12 to 24 months Lab training, College level Biology or Chemistry, or an Associates or Bachelor's degree.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (43%) employers report that work experience is usually required. **Desired work experience when acceptable:** 15 months Research Associate, Lab Assistant, or Chemist.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Completion of courses in biological sciences	3.0
Ability to perform laboratory tasks	3.0
Ability to accurately record and report information	3.0
Ability to prepare technical reports	2.0
Analytical skills	2.0
Ability to use computer applications in research	0.0

Physical

Ability to concentrate for long periods of time	3.0
Ability to operate a microscope for prolonged periods	3.0

Personal

Ability to work as part of a team	3.0
Ability to meet deadlines	3.0
Ability to work under pressure	2.0
Ability to manage multiple priorities	2.0

Basic

Ability to read and follow instructions	3.0
Ability to write legibly	3.0
Ability to read and understand relevant scientific literature	3.0
Strong observational and computation skills	2.0
Good oral, written and computer communication skills	2.0

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Independence and experience.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

None reported.

COMPUTER SKILLS SOUGHT:

A **few** (14%) seek word processing, and a **few** (6%) seek spreadsheet.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Diablo Valley College

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.00 - \$ 15.34	\$10.55
New hires, experienced:	\$ 7.50 - \$ 19.18	\$16.78
Experienced, 3 years with firm:	\$10.00 - \$28.77	\$19.18

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Most (79%) employees worked full-time averaging 40 hours a week; a **few** (18%) worked part-time averaging 17 hours a week, and a **few** (3%) worked temporary/on call averaging 6 hours a week.

Unionization

None reported.

Gender

Male (49%), Female (51%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	83%	17%
Dental Insurance	83%	17%
Vision Insurance	33%	0%
Life Insurance	33%	0%
Paid Sick Leave	100%	17%
Paid Vacation	100%	17%
Retirement Plan	50%	17%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Senior Chemist
- Senior Research Assistant

Related Dictionary of Occupational Titles (DOT) Code: None

For more information, see COG #N/A

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

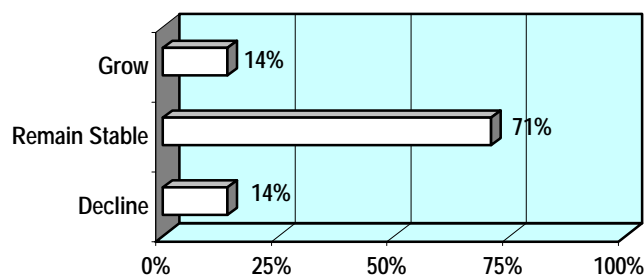
Occupation size: Data Not Available
 Projected new jobs: Data Not Available
 Openings due to separations: Data Not Available
 Projected growth between 1995-2002 Data Not Available
 (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced inexperienced applicants that meet their hiring standards.

Employers report **many** (53%) vacancies filled over the last 12 months were due to employees leaving; **many** (41%) filled were due to new positions, and a **few** (6%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (71%) employers responding expect this occupation's employment to remain stable over the next 3 years, a **few** (14%) expect it to grow, and a **few** (14%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Newspaper ads
- Hire unsolicited applicants
- Public school or program referrals

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Industrial Inorganic Chemicals, NEC
- Commercial Physical Research
- Business Consulting, NEC

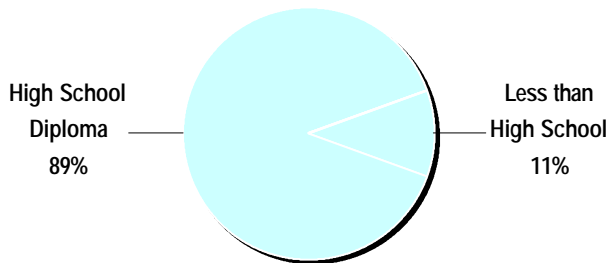
BUS AND TRUCK MECHANICS AND DIESEL ENGINE SPECIALISTS

18 Employers Represented

Bus and Truck Mechanics and Diesel Engine Specialists repair and maintain the operating condition of trucks, buses, and all types of diesel engines. This includes mechanics working primarily with automobile diesel engines. **OES Code: 853110**

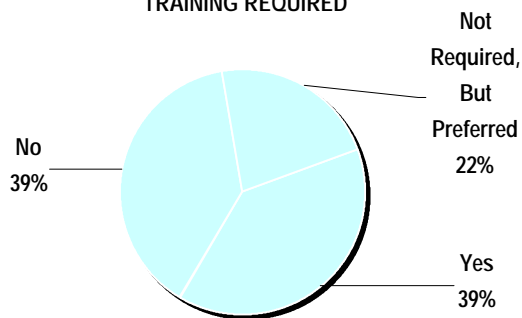
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



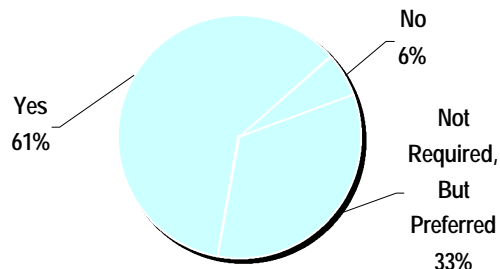
Almost all (89%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



Some (39%) employers report that training is required prior to employment. **Some** (28%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 18 months Mechanic, Mechanic Apprentice, Skilled Journey-person Vocational Training, College or Technical School, or On-the-Job training.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (61%) employers report that work experience is required. **Some** (31%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 22 months of any Mechanic experience.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to use hand tools	3.0
Ability to operate power tools	3.0
Ability to repair Diesel engines	2.7

Physical

Use hands, arms and fingers	3.0
Ability to lift over 50 pounds	2.9
Standing up most of the day	2.8
Working in awkward positions	2.2

Personal

Implement safe work practices	3.0
Ability to follow oral instructions	3.0
Work under pressure	2.5

Basic

Read and follow instructions	3.0
Ability to read and understand repair manuals	3.0
Communicate effectively in the English language	2.7

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Hands-on experience, management, communication, decision-making, technical, computer knowledge, higher education, and leadership.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Automotive software, class II license, and supervisory skills.

COMPUTER SKILLS SOUGHT:

Some (22%) employers seek word processing; a **few** (17%) employers seek database; a **few** (11%) employers seek spreadsheet, and a **few** (17%) employers seek other (e.g. Paragren Maintenance System).

Employers report the following software applications are used: Microsoft Word and Excel, and FileMaker Pro.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Bay Area Apprentice Coordinators Association
- Contra Costa College
- Contra Costa County Regional Occupational Program
- Diablo Valley College
- Los Medanos College
- Martinez Adult School

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	\$10.00 - \$10.00	\$10.00
New hires, experienced:	\$11.00 - \$18.00	\$15.00
Experienced, 3 years with firm:	\$13.00 - \$25.00	\$23.00

Union

	Range	Median
New hires, no experience:	\$10.00 - \$20.43	\$16.32
New hires, experienced:	\$13.44 - \$21.73	\$19.74
Experienced, 3 years with firm:	\$18.43 - \$25.16	\$22.55

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (95%) employees worked full-time averaging 40 hours a week, a **few** (2%) worked temporary/on-call averaging 40 hours a week, a **few** (1%) worked part-time averaging 30 hours a week, and a **few** (1%) worked seasonal averaging 40 hours a week.

Unionization

Most (72%) firms, and **almost all** (93%) employees are union. Employers report affiliations with the following unions: Public Employees' Union Local 1, Teamsters Union Local 315, Public Employees' Union Local 790, Public Employees' Union Local 192, California School Employees Association, and Walnut Creek Employees Association.

Gender

Male (100%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	56%	6%
Dental Insurance	50%	6%
Vision Insurance	33%	6%
Life Insurance	56%	0%
Paid Sick Leave	72%	6%
Paid Vacation	78%	6%
Retirement Plan	56%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following positions as promotional opportunities:

- Lead Mechanic
- Equipment Supervisor
- Journey-level Mechanic
- Supervisor
- Manager
- Superintendent

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 - 2002

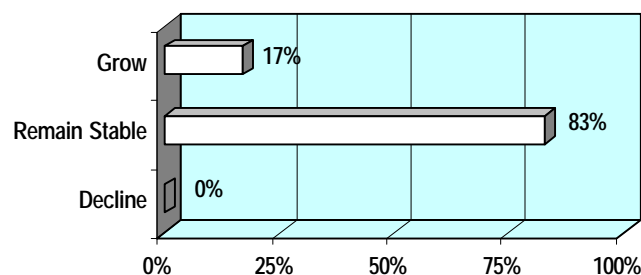
Occupation size: Small
 Projected new jobs: 50
 Openings due to separations: 60
 Projected growth between 1995-2002 is slower than average, 13.2%.
 (Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (56%) vacancies filled over the last 12 months were due to employees leaving; **some** (25%) filled were due to promotions; a **few** (13%) filled were due to new positions, and a **few** (6%) filled were due to temporary/on-call positions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Almost all (83%) employers responding expect this occupation's employment to remain stable over the next 2 years, and a **few** (17%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- In-house promotion or transfer
- Walk-in applicants

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Transportation, Inner City and Rural Bus
- Bus Charter Service (except Local)
- Trucking and Hauling, Local
- Trucking, Local with Storage
- Refuse Systems
- Automotive Repair Shops, General
- Schools, Elementary and Secondary
- Government

Related Dictionary of Occupational Titles (DOT) Code:

620.281-046, 620.281-050, 625.281-010, 625.281-014, 625.361-010
 For more information, see COG # 251

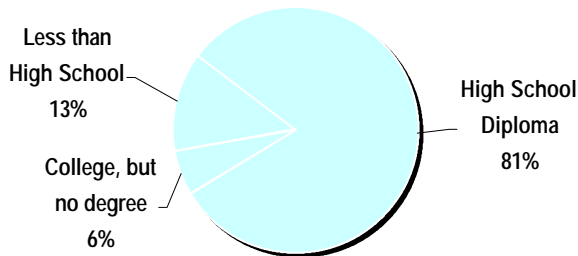
CASHIERS

16 Employers Represented

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers. **OES Code: 490230**

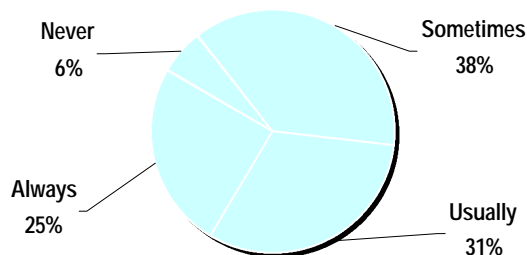
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



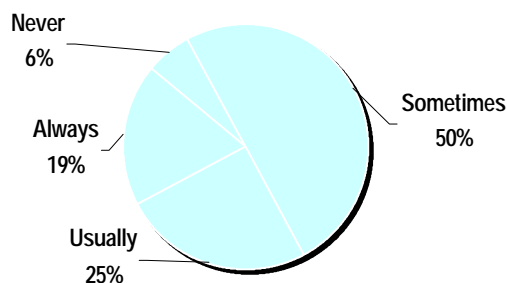
Almost all (81%) employers report that recent new hires have completed their High School diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Some (38%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 4 to 12 months Cashier, Bank Teller, Bookkeeping, or Apprenticeship.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (50%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 6 to 9 months Cashier, Bank Teller, Bookkeeper, or Sales Clerk.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%,

Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Cash handling skills	3.0
Ability to operate a computerized cash register	2.9
Ability to use a computer terminal	2.1
Knowledge of check cashing procedures	2.1
Record keeping skills	1.9
Ability to operate a standard cash register	1.8
Ability to operate an automatic cash register	1.8

Physical

Stand for prolonged periods	2.8
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Basic

Ability to read and follow instructions	3.0
Perform basic mathematical computations	2.9

Personal

Public contact skills	3.0
Oral communication skills	2.8
Ability to work under pressure	2.7
Ability to work independently	2.5
Ability to write legibly	2.4

ADDITIONAL QUALIFICATIONS DESIRED:

Trustworthiness, product knowledge, promptness, self-starter, reliable, and trainable.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Computer usage, and computerized cash register operation.

COMPUTER SKILLS SOUGHT:

Most (67%) seek spreadsheet, and **some** (33%) seek database

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Access USA Computer Training Center
- ACTech Institute
- Diablo Valley College
- East Bay Institute of Business and Legal Training
- Heald College – School of Business
- Los Medanos College
- Martinez Adult School, Technical Center
- Mt. Diablo Vocational Service Training
- Pittsburg Adult Education Center
- Regional Occupational Program, Inc.
- West Contra Costa Adult Education
- Worldwide Educational Services, Inc.

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.15 - \$ 6.50	\$ 5.90
New hires, experienced:	\$ 5.50 - \$ 9.75	\$ 6.00
Experienced, 3 years with firm:	\$ 7.00 - \$12.17	\$ 8.65

<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.00 - \$ 8.74	\$ 8.70
New hires, experienced:	\$ 8.00 - \$ 8.74	\$ 8.70
Experienced, 3 years with firm:	\$10.00 - \$16.40	\$15.80

(Out of 16 firms responding, 3 are union.)

HOURS WORKED

Many (53%) employees worked full-time; **many** (46%) worked part-time, and a **few** (1%) worked temporary/on call.

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	93%	7%
Dental Insurance	71%	7%
Vision Insurance	36%	0%
Life Insurance	21%	0%
Paid Sick Leave	79%	14%
Paid Vacation	71%	14%
Retirement Plan	14%	7%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Salesperson
- Clerk
- Lead Cashier
- Supervision
- Management

Related **Dictionary of Occupational Titles (DOT) Code:**
211.362-010, 211.462-010, 211.462-014

For more information, see COG #31

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

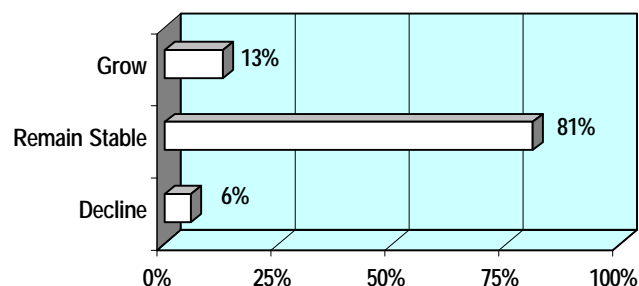
Occupation size: Very Large
 Projected new jobs: 1022
 Openings due to separations: 2941
 Projected growth between 1994-2001 is average, 12.9%.
 (Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **almost all** (92%) filled vacancies over the last 12 months were due to employees leaving, and a **few** (8%) filled were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (81%) employers responding expect this occupation's employment to remain stable over the next 3 years; a **few** (13%) expect it to grow, and a **few** (6%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top four resources:

- Employees' referrals
- Newspaper ads
- Hire unsolicited applicants
- Other: Private Industry Council, window signs, and word of mouth

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Grocery Stores
- Gasoline and Service Stations
- Drug Stores and Proprietary Stores
- Eating Places

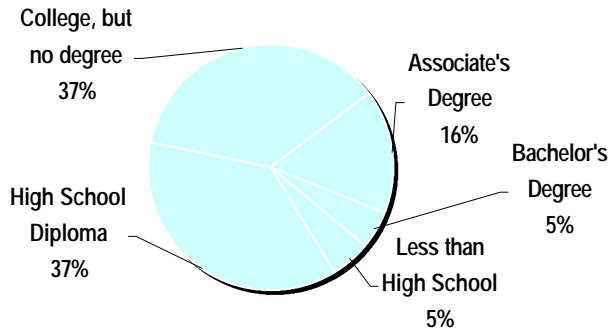
CHILD CARE WORKERS

19 Employers Represented

Child Care Workers attend children at school, businesses, and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. Does not include workers whose primary function is to teach in a structured setting. **OES Code: 680380**

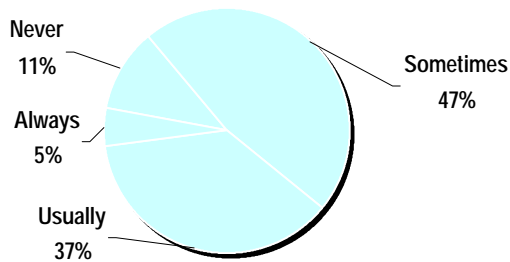
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



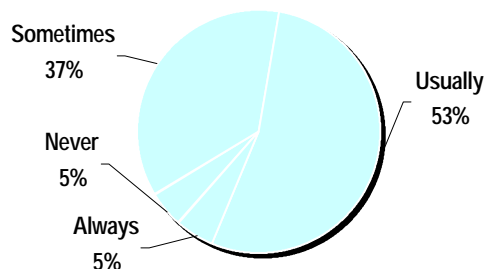
Some (37%) employers report that recent new hires have completed some College, but no degree.

TRAINING SUBSTITUTING EXPERIENCE



Many (47%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 6 to 12 months Early Childhood Education (ECE) Units, Child Care Provider, or After School Care Program Director.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (53%) employers report that work experience is usually required. **Desired work experience when acceptable:** 6 to 12 months Child Care Work, Instructional or Teacher Aide, or Teacher.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to handle crisis situations	2.4
Ability to administer emergency first aid	2.2
Knowledge of discipline techniques	2.2
Oral reading skills	2.1
Organizational & time management skills	2.0
Knowledge of child abuse reporting laws	1.9
Supervisory skills	1.9
Ability to plan and coordinate activities	1.6
Simple housekeeping skills	1.6
Knowledge of nutrition	1.4
Counseling skills	1.2

Physical

Physical stamina	2.3
Ability to stand for prolonged periods of time	2.0

Personal

Ability to work with children having special needs	2.4
Understanding of a variety of cultures	2.0
Willingness to work overtime	1.5

Basic

Ability to work as part of a team	2.5
Ability to work independently	2.1
Ability to read and follow instructions	2.1
Ability to write legibly	2.0

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Hands-on experience, mandated educational and credential requirements, early childhood development courses, ability to work well with other adults, leadership and supervisory skills, time management skills, budgeting skills, flexibility, reliability, supportive of company goals, and positive attitude.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Additional child development training, customer service, increased community/parent communication skills, medical emergency training, disaster preparedness training, work with special needs children, and computer skills.

COMPUTER SKILLS SOUGHT:

Most (67%) seek word processing, and **some** (33%) seek database.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Antioch Adult School
- Contra Costa College
- Diablo Valley College
- Regional Occupational Program of Contra Costa County

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$ 9.00	\$ 7.00
New hires, experienced:	\$ 6.00 - \$10.09	\$ 8.00
Experienced, 3 years with firm:	\$ 6.50 - \$12.62	\$ 9.00

<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.32 - \$ 8.50	\$ 8.28
New hires, experienced:	\$ 7.32 - \$ 8.50	\$ 8.28
Experienced, 3 years with firm:	\$ 9.45 - \$10.94	\$ 9.96

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Many (54%) employees worked part-time averaging 16 hours a week; **some** (30%) worked full-time averaging 38 hours a week; a **few** (12%) worked temporary/on call averaging 10 hours a week, and a **few** (4%) worked seasonal averaging 40 hours a week.

Unionization

Some (21%) firms, and **many** (41%) employees are union.

Gender

Male (10%), Female (90%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	88%	41%
Dental Insurance	65%	41%
Vision Insurance	41%	24%
Life Insurance	59%	35%
Paid Sick Leave	71%	41%
Paid Vacation	65%	41%
Retirement Plan	47%	29%
Child Care	53%	29%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Supervisor
- Director
- Teacher w/certification

Related **Dictionary of Occupational Titles (DOT) Code:**
355.674-010

For more information, see COG #505

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

Occupation size: Medium

Projected new jobs: 150

Openings due to separations: 40

Projected growth between 1995-2002 is average, 20.0%.

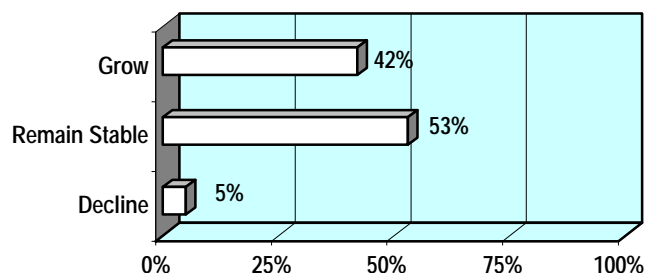
(Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **some** (31%) vacancies filled over the last 12 months were due to promotions; **some** (30%) filled were due to temporary/on call; **some** (23%) filled were due to employees leaving, and a **few** (15%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Many (53%) employers responding expect this occupation's employment to remain stable over the next 3 years; **many** (42%) expect it to grow, and a **few** (5%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Newspaper ads
- Employees' referrals
- In-house promotion or transfer

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Physical Fitness Facilities
- Elementary and Secondary Schools
- Child Day Care Services
- Civic and Social Associations
- Religious Organizations

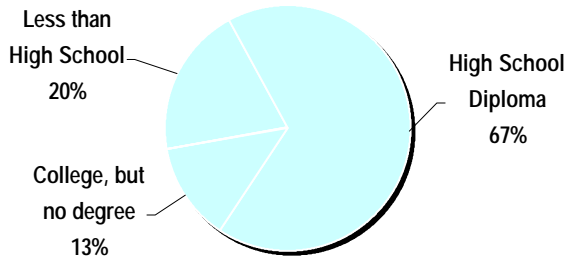
COMBINED FOOD PREPARATION AND SERVICE WORKERS

15 Employers Represented

Combined Food Preparation and Service Workers do both food preparation and food service. Does not include workers who spend more than 80 percent of their time in only one of these two areas. **OES Code: 650410**

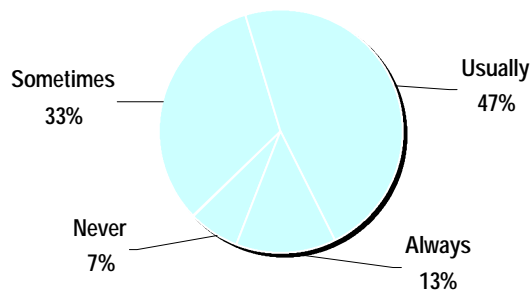
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



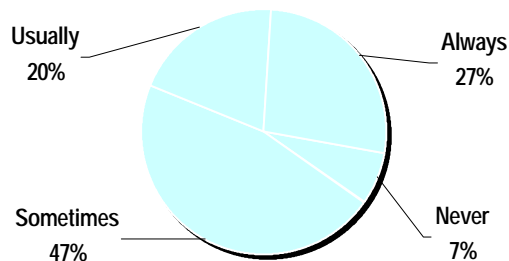
Most (67%) employers report that recent new hires have completed High School or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Many (47%) employers state that training is usually accepted as a substitute for experience. **Desired training when acceptable:** 12 to 24 months Culinary Sciences.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (47%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 6 months Restaurant Worker, Food Preparer, Line Cook, Short Order Cook, or Waiter/Waitress.

Key Terms:

All = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%, **Many** = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Knowledge of food preparation	2.9
Short-order cooking skills	2.9
Knowledge of fry cooking	2.9
Ability to write legibly	2.6
Ability to make change	1.7
Ability to operate a computerized cash register	1.3
Ability to operate a standard cash register	0.9

Physical

Ability to stand for prolonged periods	2.8
Ability to work independently	2.7
Ability to lift at least 30 pounds	2.4

Basic

Meet employer grooming standards	3.0
Ability to follow oral instructions	3.0
Ability to interact well with others	3.0
Oral communication skills	2.8
Ability to read and follow instructions	2.6

Personal

Ability to work rapidly	3.0
Public contact skills	2.7
Willingness to work evenings	2.7
Willingness to work with close supervision	2.7
Customer service skills	2.2

ADDITIONAL QUALIFICATIONS DESIRED:

Dependable, reliable, common sense, flexible, and open-minded.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Operate new equipment, customer service, sanitation certificate, and operate computerized cash register.

COMPUTER SKILLS SOUGHT:

None reported.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Antioch Adult School
- Contra Costa College
- Diablo Valley College
- Regional Occupational Program
- Rubicon Programs, Inc.

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.15 - \$ 9.53	\$ 6.62
New hires, experienced:	\$ 5.15 - \$10.00	\$ 7.08
Experienced, 3 years with firm:	\$ 6.50 - \$14.42	\$ 9.77

"Union firms pay at top end of wage ranges."

(Out of 15 firms responding, 3 are union.)

A **few** (7%) firms pay commission to employees working in this occupation.

HOURS WORKED

Most (61%) employees worked full-time, and **some** (39%) worked part-time.

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	92%	23%
Dental Insurance	85%	23%
Vision Insurance	38%	23%
Life Insurance	31%	15%
Paid Sick Leave	62%	31%
Paid Vacation	77%	31%
Retirement Plan	46%	23%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Cook
- Supervision
- Management

Related Dictionary of Occupational Titles (DOT) Code: 317.687-010

For more information, see COG #331

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

Occupation size: Very Large

Projected new jobs: 166

Openings due to separations: 294

Projected growth between 1994-2001 is slower than average, 5.9%.

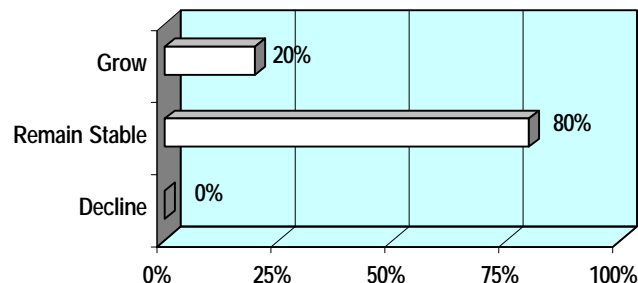
(Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **most** (63%) vacancies filled over the last 12 months were due to employees leaving; **some** (22%) filled were due to promotions, and a **few** (15%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (80%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (20%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- Newspaper ads
- In-house promotion or transfer

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Eating Places
- Grocery Stores

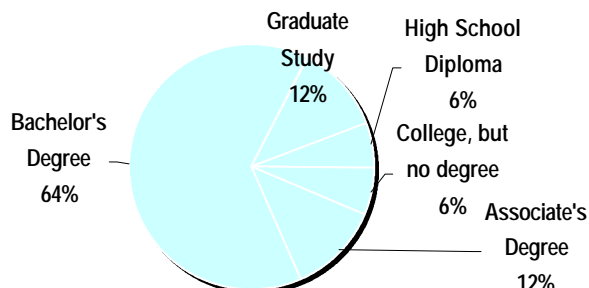
COMPUTER PROGRAMMERS, Including Aides

17 Employers Represented

Computer Programmers, Including Aides convert symbolic statements of administrative data, business, scientific, engineering, and other technical problem formulations into detailed logical flow charts for coding into computer language. They develop and write computer programs to store, locate, and retrieve specific documents, data, and information. **OES Code: 251051**

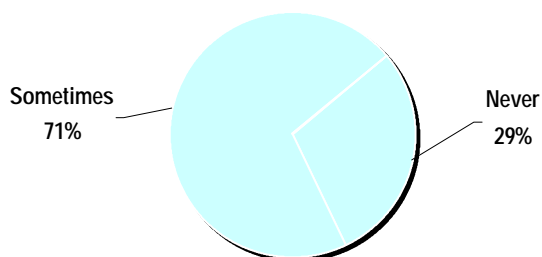
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



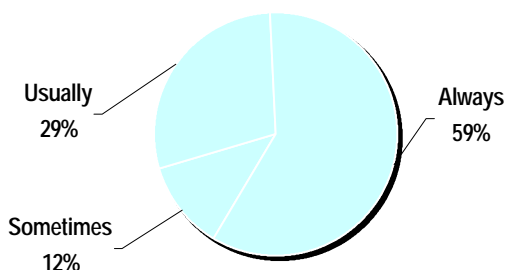
Most (64%) employers report that recent new hires have completed their Bachelor's degree.

TRAINING SUBSTITUTING EXPERIENCE



Most (71%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 12 months Computer Programmer, Bachelor's degree, Unix, C, C++, or Windows NT.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (59%) employers report that work experience is always required. **Desired work experience when acceptable:** 12 to 24 months Programmer or Systems Analyst, Technician, Consultant, or Software Engineer.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to write, edit, and debug computer programs for business	2.9
Ability to write documentation of computer procedures	2.5
Problem solving skills	2.0
Scientific programming skills	2.0
Knowledge of minicomputer hardware and operating systems	1.8
Statistical programming skills	1.7
Ability to use fourth generation computer languages	1.6
Word processing skills	1.5
Spreadsheet skills	1.1
Engineering programming skills	0.1

Physical

Ability to perform precision work	0.7
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Personal

Ability to work under pressure	2.6
Ability to work independently	1.7

Basic

Ability to think logically	2.8
Ability to read and follow instructions	2.8
Oral communication skills	2.4
Basic math skills	2.6
Ability to write effectively	2.1

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

C++, Visual Basic, Windows NT, Java, networking, new technology, programming, computer repair, WEB Development, client server development, and Microsoft SQL Server.

COMPUTER SKILLS SOUGHT:

Most (71%) seek database; **many** (57%) seek other (e.g. programming); **some** (29%) seek spreadsheet, and a **few** (14%) seek word processing.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Diablo Valley College
- Regional Occupational Program of Contra Costa County
- Worldwide Educational Services, Inc.

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 9.59 - \$26.28	\$19.18
New hires, experienced:	\$16.78 - \$52.00	\$21.58
Experienced, 3 years with firm:	\$23.97 - \$61.00	\$28.77

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (97%) employees worked full-time averaging 40 hours a week, and a **few** (3%) worked part-time averaging 30 hours a week.

Unionization

Some (35%) firms, and a **few** (16%) employees are union.

Gender

Male (81%), Female (19%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	94%	13%
Dental Insurance	94%	6%
Vision Insurance	75%	6%
Life Insurance	81%	6%
Paid Sick Leave	88%	6%
Paid Vacation	88%	6%
Retirement Plan	81%	6%
Child Care	19%	6%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Project Manager
- Consulting Software Engineer
- Director

Related **Dictionary of Occupational Titles (DOT) Code:**
030.162-010, 109.067-010

For more information, see COG #81, 200C

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 - 2002

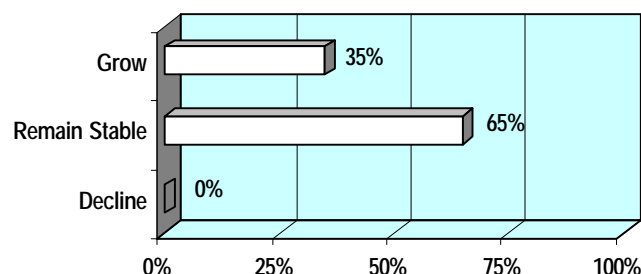
Occupation size: Large
Projected new jobs: 1260
Openings due to separations: 410
Projected growth between 1995-2002 is much faster than average, 51.2%.
(Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (50%) vacancies filled over the last 12 months were due to employees leaving; **some** (28%) filled were due to new positions; a **few** (13%) filled were due to promotions, and a **few** (9%) filled were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (65%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (35%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top five resources:

- Newspaper ads
- Employees' referrals
- In-house promotion or transfer
- Private school referrals
- Other: career fairs, industry open house or Internet

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Computer Peripheral Equipment, NEC
- Fire, Marine and Casualty Insurance
- Computer Programming Services
- Prepackaged Software
- Computer Related Services
- Junior Colleges
- Individual and Family Services
- Commercial Physical Research
- Business Consulting
- Local Government

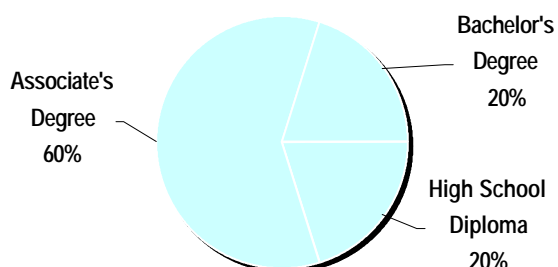
COMPUTER SUPPORT SPECIALISTS

15 Employers Represented

Computer Support Specialists provide technical assistance and training to computer system users. Investigate and resolve computer software and hardware problems of users. Answer clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, work processing, programming languages, electronic mail, and operating systems. **OES Code: 251040**

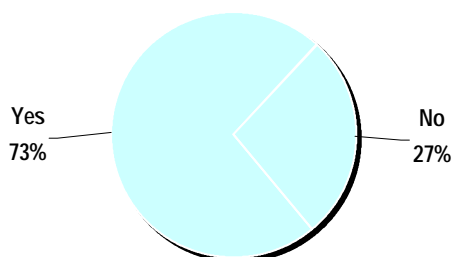
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



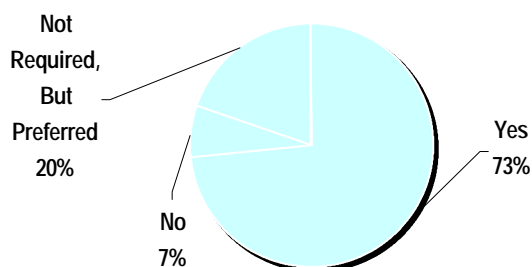
Most (60%) employers report that when hiring, the minimum education required is an Associate's Degree.

TRAINING REQUIRED



Most (73%) employers report that training is required prior to employment. **Some** (36%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 12 months Technical, Computer-related, Operating Systems, Microsoft Certified Engineer, or Hands-on training.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (73%) employers report that work experience is required. **Many** (50%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 27 months Operations, Mainframe Support, Management Information Systems Administrator, or Computer Systems related experience.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to troubleshoot	3.0
Understanding local (LAN) and wide (WAN) area networks	2.9
Ability to use operating manuals	2.8
Ability to utilize good teaching techniques	2.2

Physical

Ability to pass drug testing	2.2
Ability to pass a pre-employment medical exam	2.1

Personal

Ability to work under pressure	3.0
Attention to detail	3.0
Ability to work independently	3.0
Ability to handle crisis situations	2.9

Basic

Ability to read and follow instructions	3.0
Oral communication skills	2.9
Ability to write legibly	2.5
Basic math skills	2.5

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Network design, troubleshooting, client relations, communication, management experience, technical skills, and time on the job.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Network, C++, Visual Basic, NT Server, NT Work Station, Internet, web applications, communication, desire to learn, and computer skills.

COMPUTER SKILLS SOUGHT:

Most (73%) employers seek word processing; **most** (73%) employers seek database; **most** (73%) employers seek spreadsheet; **some** (33%) seek desktop publishing, and **many** (53%) employers seek other (e.g. Oracle, Microsoft NT Operating System, UNIX, System 8, and Harris).

Employers report the following software applications are used: Word, Excel, Access, and PowerPoint.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- See Training Directory

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.00 - \$20.62	\$13.31
New hires, experienced:	\$10.00 - \$25.18	\$18.46
Experienced, 3 years with firm:	\$19.00 - \$27.61	\$25.57

Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$16.11 - \$17.73	\$16.92
New hires, experienced:	\$16.85 - \$30.80	\$19.18
Experienced, 3 years with firm:	\$18.57 - \$37.44	\$23.97

OTHER RELEVANT INFORMATION

Hours Worked

Almost All (94%) employees worked full-time averaging 40 hours a week; a **few** (4%) worked part-time averaging 23 hours a week, and a **few** (2%) worked temporary/on-call averaging 10 hours a week.

Unionization

Some (33%) firms, and a **few** (16%) employees are union.

Employers report affiliations with the following unions:

Public Employees' Union Local 1, Antioch City Employees Union, and Association of Intermediate Employees.

Gender

Male (78%), Female (22%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	53%	0%
Dental Insurance	60%	0%
Vision Insurance	33%	0%
Life Insurance	60%	0%
Paid Sick Leave	87%	0%
Paid Vacation	87%	0%
Retirement Plan	60%	0%
Child Care	0%	0%
Other	13%	0%
(Holidays and Training)		

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Almost All (80%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Hardware Support
- Micro Computer Coordinator
- Project Lead or Manager
- Technical Services Manager
- Senior Technician
- Operations Director
- Project Technician
- Supervisor or Manager

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 - 2002

Occupation size: Small

Projected new jobs: 10

Openings due to separations: 10

Projected growth between 1995-2002 is slower than average, 7.1%.

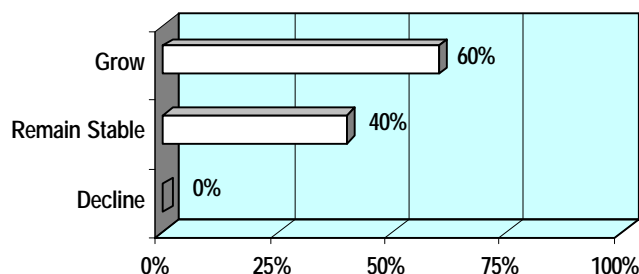
(Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (54%) vacancies filled over the last 12 months were due to new positions; **some** (31%) filled were due to employees leaving, and a **few** (14%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (60%) employers responding expect this occupation's employment to grow over the next 2 years, and **many** (40%) expect it to remain stable.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- Employee referrals
- Internet

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Local Government
- Drug Stores and Proprietary Stores
- Newspapers Publishing and Printing
- Economic Development Agencies and Trade Commissions
- Computer and Computer Software Stores
- Computer Equipment and Software Distributors
- Marine Cargo Handling
- Crude Petroleum Pipelines
- Colleges, Community and Technical Institutes

Related **Dictionary of Occupational Titles (DOT) Code:**

032.132-010, 032.262-010, 039.264-010

For more information, see COG #N/A

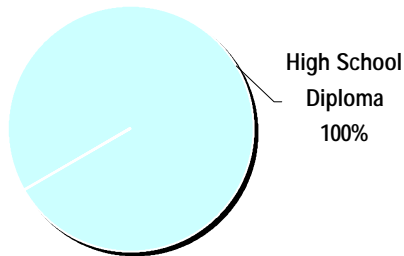
CONCRETE AND TERRAZZO FINISHERS

15 Employers Represented

Concrete and Terrazzo finishers apply cement, sand, pigment, and marble chips to floors, stairways, and cabinet fixtures to finish and attain durable and decorative surfaces according to specifications and drawings. They finish surfaces of freshly poured concrete walls, roads, walkways, and ornamental stone facings of concrete structural products to remove imperfections. Includes Concrete Rubbers. **OES Code: 873110**

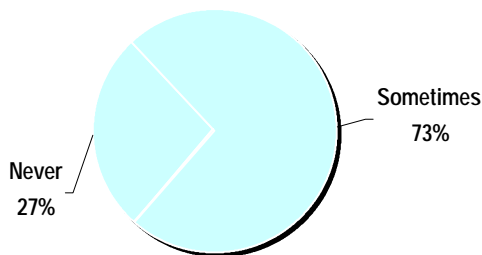
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



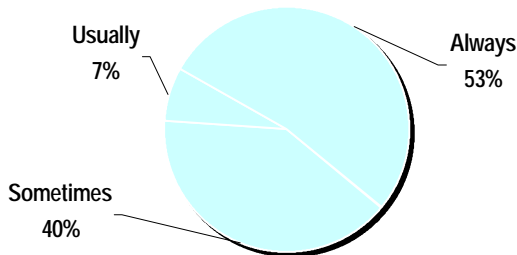
All (100%) employers report that recent new hires have completed High School or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Most (73%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 6 to 12 months Cement Mason School.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (53%) employers report that work experience is always required. **Desired work experience when acceptable:** 12 to 24 months Concrete Finisher, or Cement Finisher.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to use hand tools	3.0
Ability to do cement work	3.0
Understanding of construction terms	2.7
Basic construction skills	2.6
Ability to operate power hand tools	2.3

Physical

Ability to kneel for extended periods of time	3.0
Ability to perform strenuous and physically demanding work	3.0
Physical stamina	2.8
Ability to lift at least 100 pounds repeatedly	1.9

Basic

Oral communication skills	2.9
Ability to read and follow instructions	2.5

Personal

Ability to work independently	2.9
Willingness to work with close supervision	2.9
Interpersonal skills	2.4

ADDITIONAL QUALIFICATIONS DESIRED:

Clean, polite, honest, punctual, and dependable.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

None reported.

COMPUTER SKILLS SOUGHT:

None reported.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Diablo Valley College
- Martinez Adult School

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$12.00 - \$18.00	\$15.00
New hires, experienced:	\$15.00 - \$22.00	\$20.00
Experienced, 3 years with firm:	\$20.00 - \$25.00	\$21.00

Non-Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$12.00 - \$16.00	\$14.00
New hires, experienced:	\$16.00 - \$20.00	\$17.50
Experienced, 3 years with firm:	\$19.50 - \$24.00	\$22.50

(Out of 15 firms responding, 11 are union.)

HOURS WORKED

Almost all (88%) employees worked seasonal, and a **few** (12%) worked part-time.

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	0%
Dental Insurance	67%	0%
Vision Insurance	17%	0%
Life Insurance	0%	0%
Paid Sick Leave	67%	0%
Paid Vacation	67%	0%
Retirement Plan	0%	0%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Foreman
- Supervisor
- Superintendent

Related **Dictionary of Occupational Titles (DOT) Code:**

844.364-010, 844.461-010, 844.684-010, 861.381-046, 861.664-014

For more information, see COG #181

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

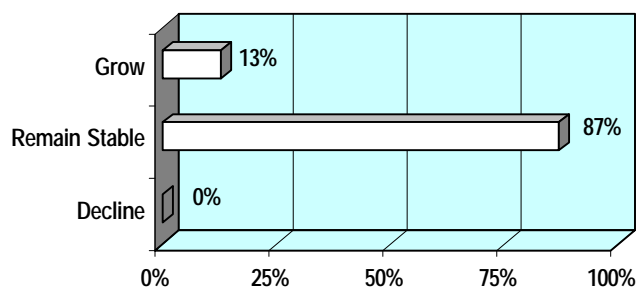
Occupation size: Medium
 Projected new jobs: 50
 Openings due to separations: 69
 Projected growth between 1994-2001 is slower than average, 8.6%.
 (Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced applicants and **some** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **many** (57%) vacancies filled over the last 12 months were due to temporary/on call; **some** (33%) filled were due to new positions; **few** (8%) filled were due to employees leaving, and a **few** (2%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (87%) employers responding expect this occupation's employment to remain stable over the next 3 years, and a **few** (13%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Union hall referrals
- Employees' referrals
- Hire unsolicited applicants

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Concrete Work
- Single Family Housing Construction
- Highway and Street Construction

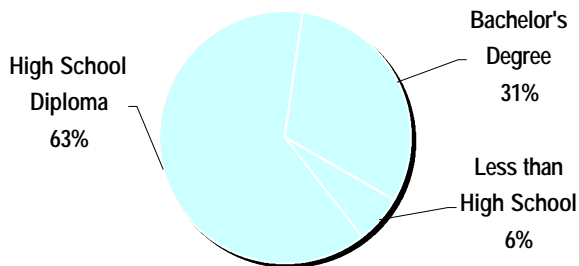
CONSTRUCTION MANAGERS

16 Employers Represented

Construction Managers plan, organize, direct, control, or coordinate, usually through subordinate supervisory personnel, activities concerned with the construction and maintenance of structures, facilities, and systems, including specialized construction fields, such as carpentry or plumbing. Does not include general managers of large construction contracting firms. **OES Code: 150170**

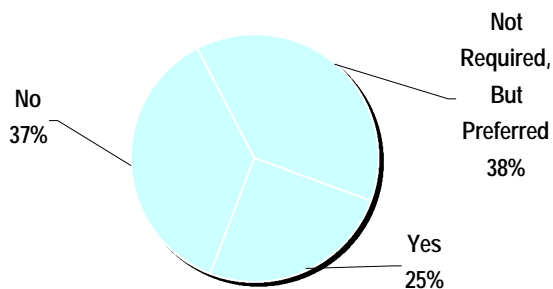
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



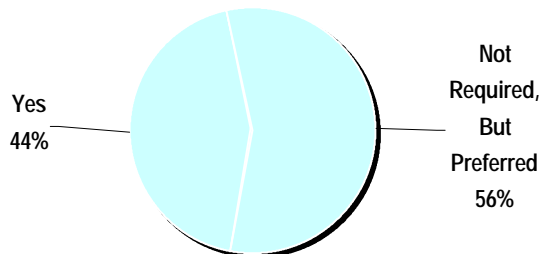
Most (63%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



Some (25%) employers report that training is required prior to employment. **Some** (31%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 21 months Construction, Inspection, Tool and Machine Operations, Construction Management degree, or Real Estate Development.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (44%) employers report that work experience is required. **Some** (36%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 34 months Construction, Management, Facilities Management, or Construction Project Management.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Knowledge of safe equipment operating procedures	2.6
Knowledge of OSHA standards	2.5
Ability to read blueprints	1.9

Physical

Ability to stand continuously for 2 or more hours	2.4
Ability to work in inclement weather conditions	1.5

Personal

Ability to work as part of a team	3.0
Organizational and time management skills	2.9
Ability to work under pressure	2.3
Ability to motivate others	2.1

Basic

Ability to think logically	3.0
Ability to read and comprehend information quickly	2.9
Business math skills	2.4
Public contact skills	2.3

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Code knowledge, estimating, engineering, leadership management, scheduling, reading plans, accounting, equipment knowledge, contract negotiation, working knowledge of all aspects of the job, education, financial planning, success and timely completion of projects, organization, experience, and effectiveness.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Project management, personnel management, legal knowledge, contracts knowledge, estimating, proposals, and partnering.

COMPUTER SKILLS SOUGHT:

Most (75%) employers seek word processing; **some** (25%) employers seek database; **almost all** (81%) employers seek spreadsheet; a **few** (6%) employers seek desktop publishing, and **some** (25%) employers seek other (e.g. Project Schedule). Employers report the following software applications are used: Word, Excel, Lotus 1,2,3, Access, and PowerPoint.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Bay Area Apprentice Coordinators Association
- Diablo Valley College
- Los Medanos College
- Martinez Adult School
- West Contra Costa Adult Education
- Worldwide Educational Services

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.00 - \$23.01	\$12.79
New hires, experienced:	\$11.99 - \$34.52	\$22.16
Experienced, 3 years with firm:	\$20.00 - \$38.36	\$28.61

"Some (38%) employers also pay bonuses to employees working in this occupation."

OTHER RELEVANT INFORMATION

Hours Worked

Most (70%) employees worked full-time averaging 44 hours a week; *some* (20%) worked part-time averaging 20 hours a week, and a *few* (10%) worked seasonal averaging 40 hours a week.

Unionization

A *few* (13%) firms, and a *few* (11%) employees are union. Employers report affiliations with the following unions: Carpenters Union 152.

Gender

Male (93%), Female (7%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	69%	6%
Dental Insurance	50%	6%
Vision Insurance	19%	6%
Life Insurance	56%	6%
Paid Sick Leave	69%	6%
Paid Vacation	88%	6%
Retirement Plan	19%	6%
Child Care	0%	0%
Other	6%	0%
(Profit Share)		
percentage of employers offering employer-paid benefits		

PROMOTIONAL OPPORTUNITIES

Most (63%) employers report that they promote employees. Responding employers listed the following positions as promotional opportunities:

- Construction Director
- Operations Manager
- Senior Project Manager
- Supervisor
- Lead Carpenter
- General Manager
- Vice President

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 - 2002

Occupation size: Large
 Projected new jobs: 292
 Openings due to separations: 150
 Projected growth between 1995-2002 is much faster than average, 32.2%.

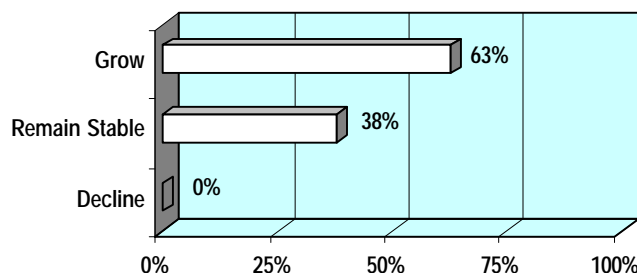
(Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is *very difficult* to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report *many* (45%) vacancies filled over the last 12 months were due to temporary/on-call positions; *some* (33%) filled were due to new positions; a *few* (15%) filled were due to employees leaving, and a *few* (8%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (63%) employers responding expect this occupation's employment to grow over the next 2 years, and *some* (38%) expect it to remain stable.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- In-house promotion or transfer
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- General Single Family Houses
- General Residential Building
- General Non-Residential
- Carpentry Work
- Real Estate Agents and Managers
- Management Services
- Management Consulting Services

Related Dictionary of Occupational Titles (DOT) Code:

182.167-010, 182.167-014, 182.167-018, 182.167-026, 182.167-030
 For more information, see COG #N/A

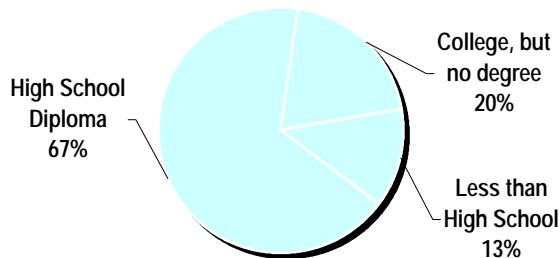
COUNTER AND RENTAL CLERKS

15 Employers Represented

Counter and Rental Clerks receive articles and/or orders for services, such as rentals, repairs, dry-cleaning, and storage. They may compute cost and accept payment. **OES Code: 490170**

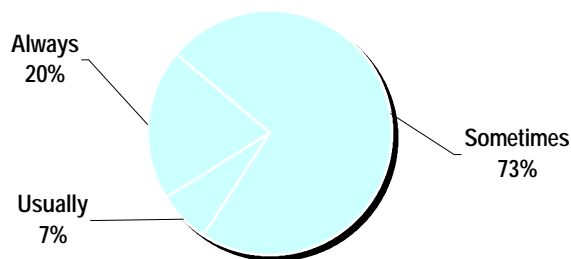
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



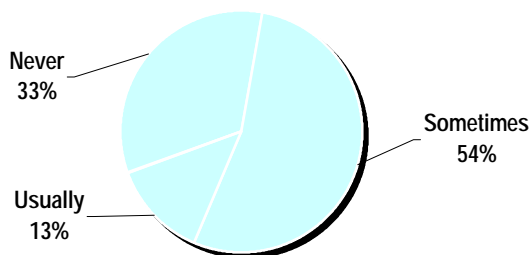
Most (67%) employers report that recent new hires have completed their High School Diploma.

TRAINING SUBSTITUTING EXPERIENCE



Most (73%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 3 to 6 months Sales, Customer Service, Receptionist, or Computer.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (54%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 3 to 6 months Work Experience, Counter Clerk, Rental Clerk, Events Planner, or Receptionist.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to use a calculator	2.8
Ability to operate a cash register	2.6
Cash handling skills	2.4
Word processing skills	0.3

Physical

Ability to stand continuously for 2 or more hours	3.0
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Personal

Customer service skills	3.0
Ability to work independently	2.4
Ability to work weekends	1.2

Basic

Oral communication skills	2.9
Ability to read and follow instructions	2.4
Basic math skills	2.3
Ability to write legibly	1.6

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Communication, responsible, self-starter, managing people, typing, sales, telephone skills, and accounting.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Keyboarding, computer, and mechanical knowledge.

COMPUTER SKILLS SOUGHT:

Almost all (83%) seek database; a **few** (17%) seek word processing; and **some** (33%) seek other (e.g. computerized cash register and data input).

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Institutions offering Customer Service, Receptionist, and Sales Courses

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.50 - \$16.54	\$ 7.50
New hires, experienced:	\$ 6.00 - \$18.70	\$ 8.00
Experienced, 3 years with firm:	\$ 6.00 - \$21.34	\$ 9.60

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Many (41%) employees worked full-time averaging 40 hours a week; **some** (34%) worked part-time averaging 26 hours a week; **some** (22%) worked temporary/on call averaging 30 hours a week, and a **few** (4%) worked seasonal averaging 21 hours a week.

Unionization

None reported.

Gender

Male (57%), Female (43%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	17%
Dental Insurance	67%	8%
Vision Insurance	42%	0%
Life Insurance	33%	0%
Paid Sick Leave	67%	8%
Paid Vacation	92%	8%
Retirement Plan	50%	0%
Child Care	8%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Supervisor
- Assistant Manager
- Manager

Related **Dictionary of Occupational Titles (DOT) Code:**
249.362-010, 249.366-010

For more information, see COG #511

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

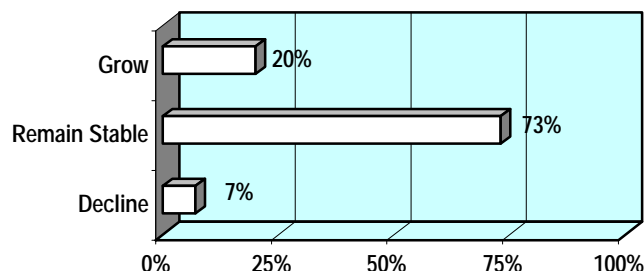
Occupation size: Large
Projected new jobs: 840
Openings due to separations: 300
Projected growth between 1994-2001 is much faster than average, 50.0%.
(Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced applicants inexperienced applicants that meet their hiring standards.

Employers report **some** (38%) vacancies filled over the last 12 months were due to employees leaving; **some** (33%) filled were due to temporary/on call; a **few** (19%) filled were due to new positions, and a **few** (11%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (73%) employers responding expect this occupation's employment to remain stable over the next 3 years; **some** (20%) expect it to grow, and a **few** (7%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- Newspaper ads
- Hire unsolicited applicants

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Garment Pressing and Cleaners
- Dry Cleaning Plants, Except Rug
- Passenger Car Rental
- Video Tape Rental
- Paint, Glass, and Wallpaper Stores
- Lumber and Other Building Materials
- Equipment Rental and Leasing, NEC
- Truck Rental and Leasing, No Driver
- Bowling Centers

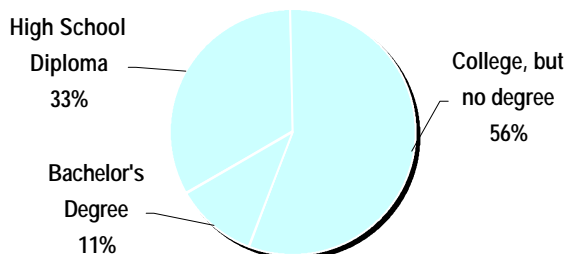
CUSTOMER SERVICE REPRESENTATIVES - UTILITIES

9 Employers Represented

Utilities Customer Service Representatives interview applicants for water, gas, electric, or telephone service. They talk with customers by phone or in person and receive orders for installation, turn-on, discontinuance, or change in services. **OES Code: 553350**

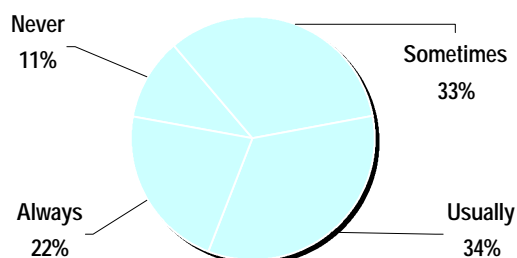
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



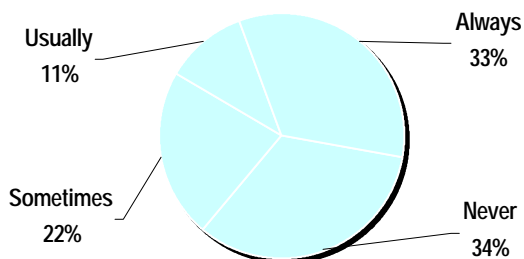
Many (56%) employers report that recent new hires have completed some college, but no degree.

TRAINING SUBSTITUTING EXPERIENCE



Some (34%) employers state that training is usually accepted as a substitute for experience. **Desired training when acceptable:** 6 months On-the-Job Training.

PREVIOUS WORK EXPERIENCE REQUIRED



Some (34%) employers report that work experience is never required. **Desired work experience when acceptable:** 12 to 24 months Customer Service, Receptionist, Sales, and Telephone Operator.

Key Terms:

All = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%, **Many** = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to understand the company's products or services	3.0
Ability to learn customers' needs	3.0
Ability to use a calculator	3.0
Record keeping skills	2.9
Telephone sales skills	2.9
Ability to write effectively	2.1

Physical

Ability to sit continuously for 2 or more hours	3.0
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Basic

Ability to read and follow instructions	2.9
Oral communication skills	2.9
Basic math skills	2.9
Ability to write legibly	2.1

Personal

Public contact skills	2.9
Ability to perform routine repetitive work	2.9
Diplomacy	2.9
Ability to work under pressure	2.9
Willingness to work with close supervision	2.7
Ability to work independently	2.0

ADDITIONAL QUALIFICATIONS DESIRED:

Flexible, and willingness to work.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Bi-Lingual in Spanish, Vietnamese, Chinese and Cantonese, multiple-line telephone management, database management, customer contact, and communication.

COMPUTER SKILLS SOUGHT:

All (100%) seek word processing; **almost all** (83%) seek database; **most** (67%) seek spreadsheet, and a **few** (17%) seek desktop publishing

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Access USA Computer Training Center
- Diablo Valley College
- Martinez Adult School
- Mt. Diablo Vocational Service Training
- Regional Occupational Program

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.00 - \$16.13	\$ 8.00
New hires, experienced:	\$ 6.00 - \$19.18	\$10.00
Experienced, 3 years with firm:	\$ 7.50 - \$28.77	\$13.00

HOURS WORKED

Almost all (81%) employees worked temporary/on call; a **few** (13%) worked full-time, and a **few** (6%) worked part-time.

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	11%
Dental Insurance	78%	11%
Vision Insurance	11%	11%
Life Insurance	0%	11%
Paid Sick Leave	78%	11%
Paid Vacation	89%	11%
Retirement Plan	22%	11%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Supervision
- Administrative Management

Related **Dictionary of Occupational Titles (DOT) Code:**
959.361-010

For more information, see COG # 544

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

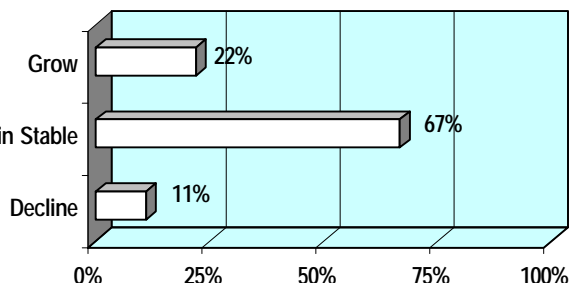
Occupation size: Very Large
 Projected new jobs: 231
 Openings due to separations: 317
 Projected growth between 1994-2001 is slower than average, 10.9%.
 (Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **some** (33%) vacancies filled over the last 12 months were due to promotions; **some** (33%) filled were due to employees leaving, and **some** (33%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (67%) employers responding expect this occupation's employment to remain stable over the next 3 years; **some** (22%) expect it to grow, and a **few** (11%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- Newspaper ads
- Private employment agencies

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Telephone Communications Companies
- Radiotelephone Communications

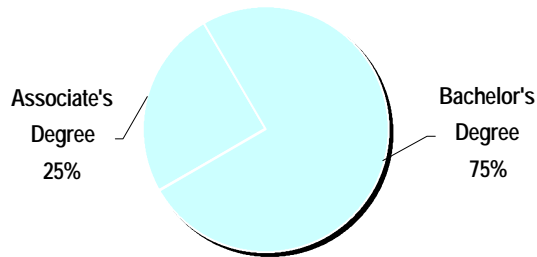
DENTAL HYGIENISTS

16 Employers Represented

Dental Hygienists perform dental prophylactic treatments and instruct groups and individuals in the care of the teeth and mouth. OES Code: 329080

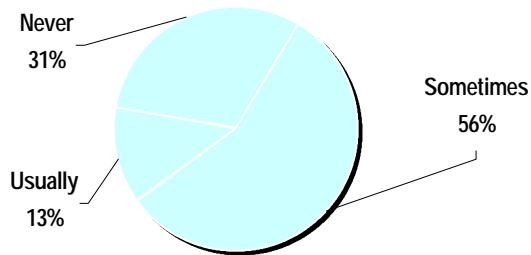
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



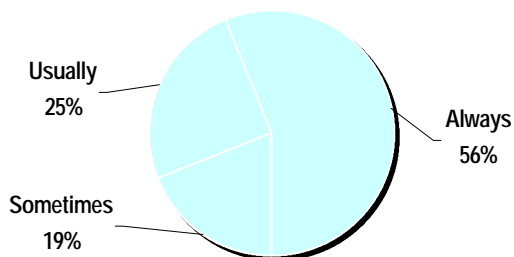
Most (75%) employers report that recent new hires have completed their Bachelor's Degree.

TRAINING SUBSTITUTING EXPERIENCE



Many (56%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** Registered Dental Hygienists License - State of California.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (56%) employers report that work experience is always required. **Desired work experience when acceptable:** 12 to 24 months Dental Hygienist, Dental Assistant, or Pediatric Dental Assistant.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Possession of a Radiation Safety Certificate	3.0
Possession of a state license or certificate	3.0
Ability to keenly follow health and safety procedures	3.0
Ability to read X-ray film	2.9
Ability to effectively communicate diagnosis to a patient	2.8
Ability to chart decay and disease for diagnosis	2.8
Knowledge of anesthesiology	2.6
Ability to administer local anesthetic agents	2.3
Ability to provide health education to improve and maintain oral health of others	0.2

Physical

Willingness to sit, lean and balance for a majority of the workday	2.4
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Personal

Good oral communication skills	3.0
Customer service oriented	2.8
Public contact skills	2.8
Ability to work independently	2.6

ADDITIONAL QUALIFICATIONS DESIRED:

Attention to detail, reliable, dependable, prompt, organized, and team oriented.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Work with young patients.

COMPUTER SKILLS SOUGHT:

Many (50%) seek word processing, and **many** (50%) seek database.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Diablo Valley College

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$28.77 - \$35.00	\$32.41
New hires, experienced:	\$28.77 - \$35.00	\$32.25
Experienced, 3 years with firm:	\$33.56 - \$40.00	\$37.00

HOURS WORKED

Most (61%) employees worked full-time; **some** (37%) worked part-time, and a **few** (3%) worked temporary/on call.

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	91%	0%
Dental Insurance	82%	0%
Vision Insurance	36%	0%
Life Insurance	18%	0%
Paid Sick Leave	45%	9%
Paid Vacation	45%	9%
Retirement Plan	45%	9%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- None reported

Related **Dictionary of Occupational Titles (DOT) Code:**
078.361-010

For more information, see COG #155

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

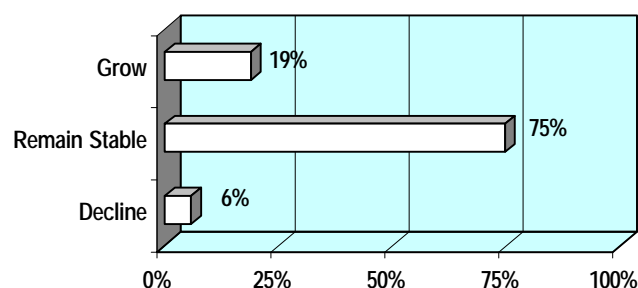
Occupation size: Medium
 Projected new jobs: 98
 Openings due to separations: 79
 Projected growth between 1994-2001 is faster than average, 16.3%.
 (Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (50%) vacancies filled over the last 12 months were due to new positions; **some** (33%) filled were due to temporary/on call, and a **few** (17%) filled were due to employees leaving.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (75%) employers responding expect this occupation's employment to remain stable over the next 3 years; a **few** (19%) expect it to grow, and a **few** (6%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top four resources:

- Employees' referrals
- Newspaper ads
- Private employment agencies
- Other: personal knowledge and professional associations

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Offices and Clinics of Dentists

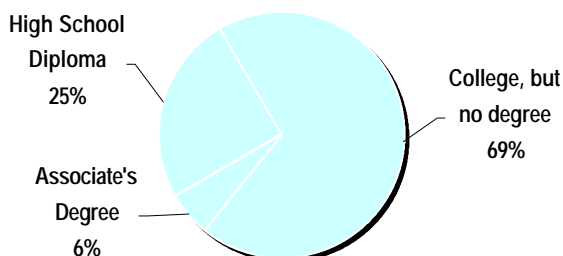
DESKTOP PUBLISHING – GRAPHIC DESIGNERS

16 Employers Represented

Desktop Publishing-Graphic Designers use desktop publishing software to lay out pages, select size and style of type, and enter text and graphics into computer to produce printed materials, such as advertisements, brochures, newsletters, and forms, applying knowledge of graphic arts techniques and typesetting. **Non-OES Code: 979382999**

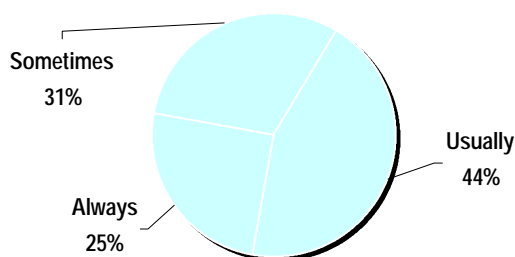
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



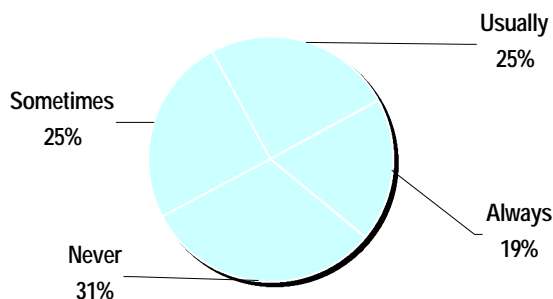
Most (69%) employers report that recent new hires have completed some college, but no degree.

TRAINING SUBSTITUTING EXPERIENCE



Many (44%) employers state that training is usually accepted as a substitute for experience. **Desired training when acceptable:** College-Level Desktop Publishing Course, or College-Level Graphic Design Course.

PREVIOUS WORK EXPERIENCE REQUIRED



Some (31%) employers report that work experience is never required. **Desired work experience when acceptable:** 12 to 24 months Desktop Publishing, Graphic Design, Electronic Press, or Print Shop Assistant.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Graphic, drafting, drawing or other art skill	2.9
Selected image manipulation/page layout software	2.8
Understanding of most graphic software packages	2.1
Database management	1.5
Internet	0.9
Web publishing	0.5

Physical

Work under pressure	2.9
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Basic

Strong visual acuity	2.8
Understanding typography	2.2
Background in design principles and color theory	1.9
Understanding of constraints (limited color palette, Bandwidth constraints, etc.)	1.5
Understanding of cross-platform constraints	1.5

Personal

Teamwork	2.8
Creativity	2.8
Problem solving	2.8
Oral and written communication skills	2.4
Lifelong learning	1.9
Understanding of interactivity	1.2

ADDITIONAL QUALIFICATIONS DESIRED:

Diplomatic, sincere interest in the work, diverse personality, and flexible.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Free-hand drawing, illustrating, Internet, Web design, Windows, graphics, scanning disc-to-plate, and time management.

COMPUTER SKILLS SOUGHT:

Almost all (93%) seek desktop publishing; **some** (36%) seek word processing; **some** (29%) seek other (e.g. graphic and illustrator software); a **few** (14%) seek spreadsheet, and a **few** (14%) seek database.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Access USA Computer Training Center
- Contra Costa College
- East Bay Institute of Business
- Worldwide Educational Services, Inc.

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$15.00	\$10.00
New hires, experienced:	\$ 9.00 - \$20.00	\$12.00
Experienced, 3 years with firm:	\$12.00 - \$30.00	\$16.39

HOURS WORKED

Almost all (81%) employees worked full-time; a **few** (17%) worked part-time, and a **few** (2%) worked temporary/on call.

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	8%
Dental Insurance	38%	8%
Vision Insurance	23%	8%
Life Insurance	23%	8%
Paid Sick Leave	100%	0%
Paid Vacation	77%	0%
Retirement Plan	38%	0%
Child Care	8%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Supervision
- Electronic Pre-Press Manager
- Sales Manager
- Art Director
- Management

Related **Dictionary of Occupational Titles (DOT) Code:**
979.382-026

For more information, see COG #N/A

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

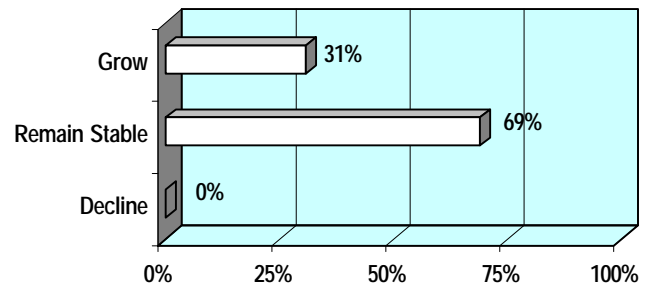
Occupation size: Small
 Projected new jobs: 0
 Openings due to separations: 0
 Projected growth between 1994-2001 is remain stable, 0.0%.
 (Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **most** (77%) vacancies filled over the last 12 months were due to temporary/on call; a **few** (13%) filled were due to employees leaving, and a **few** (10%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (69%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (31%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top four resources:

- Newspaper ads
- Employees' referrals
- Hire unsolicited applicants
- Other: Internet

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Newspapers
- Help Supply Services
- Employment Agencies
- Commercial Printing
- Lithographic
- Typesetting
- Local Government

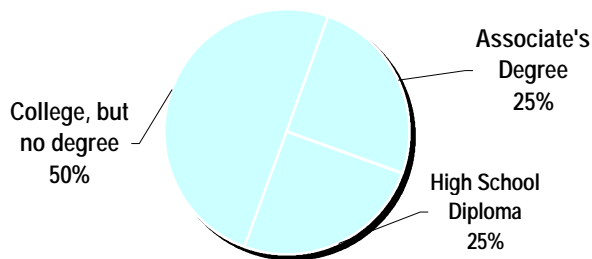
DETECTIVES AND INVESTIGATORS EXCEPT PUBLIC

16 Employers Represented

Detectives and Investigators protect property, merchandise, and money of a store or similar establishment by detecting theft, shoplifting, or other unlawful practices by the public or employees. They take necessary action to preserve order and enforce standards of decorum established by management. Includes investigators who conduct private investigations, such as obtaining confidential information, seeking missing persons, or investigating crimes and thefts. Does not include employees who primarily stand guard at entrances or walk about premises to guard property.
OES Code: 630350

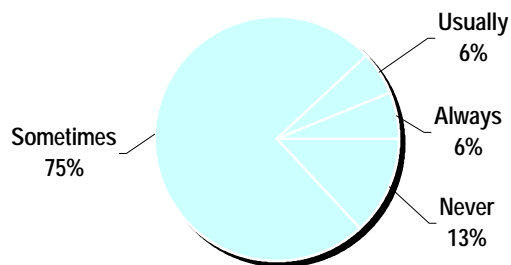
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



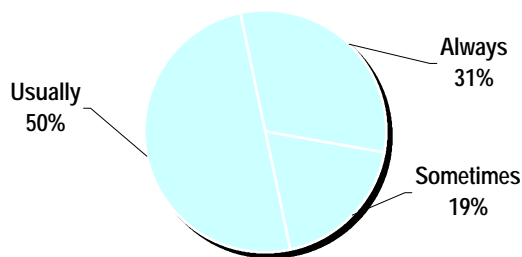
Many (50%) employers report that recent new hires have completed some College, but no degree.

TRAINING SUBSTITUTING EXPERIENCE



Most (75%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 3 to 12 months Loss Prevention, Security, Investigation, Law Enforcement, Typing, Word Processing, or Military Service.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (50%) employers report that work experience is usually required. **Desired work experience when acceptable:** 6 to 12 months Loss Prevention, Security, Law Enforcement, Private Investigation, Background Checker, or Military Service.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Apply common sense understanding to carry out instruction	3.0
Ability to carry out instructions furnished in written, oral, or diagrammatic form	3.0
Ability to interview others for information	2.8
Problem solving skills	2.7
Ability to operate a computer	1.3

Physical

Strength and endurance	2.0
Ability to pass a pre-employment medical exam	1.8

Personal

Ability to work independently	3.0
Ability to work under pressure	3.0
Ability to work as part of a team	2.9
Ability to manage multiple priorities	2.8
Ability to interact well with others	2.6
Familiarity with a variety of cultures	2.4

Basic

Strong observational skills	3.0
Ability to remain calm in hectic situations	2.9
Ability to think logically	2.9
Good listening skills	2.8
Good oral and written communication skills	2.7
Basic math skills	2.2

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

College degree, report writing, telephone skills, surveillance skills, and communication skills.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Video surveillance, computer skills, and investigating check fraud and scams.

COMPUTER SKILLS SOUGHT:

Almost all (83%) seek word processing; **some** (33%) seek database, and a **few** (17%) seek other (e.g. basic computer familiarity).

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.00 - \$10.00	\$ 8.00
New hires, experienced:	\$ 7.00 - \$20.00	\$10.00
Experienced, 3 years with firm:	\$ 8.00 - \$25.00	\$11.74

"Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision."

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (88%) employees worked full-time averaging 40 hours a week; a **few** (9%) worked part-time averaging 24 hours a week; a **few** (2%) worked temporary/on call averaging 15 hours a week, and a **few** (1%) worked seasonal averaging 20 hours a week.

Unionization

None reported.

Gender

Male (63%), Female (37%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	14%
Dental Insurance	100%	14%
Vision Insurance	79%	7%
Life Insurance	79%	14%
Paid Sick Leave	43%	29%
Paid Vacation	79%	29%
Retirement Plan	71%	21%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Loss Prevention Supervisor and Manager
- Security Management
- Senior Investigator

Related **Dictionary of Occupational Titles (DOT) Code:**

376.267-018, 376.267-022, 376.667-014

For more information, see COG #N/A

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

Occupation size: Small

Projected new jobs: 50

Openings due to separations: 20

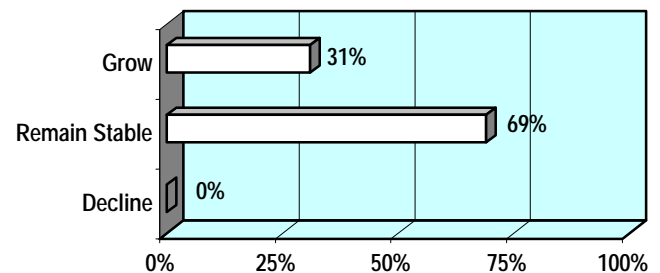
Projected growth between 1995-2002 is faster than average, 27.3%. (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4 %)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **almost all** (88%) vacancies filled over the last 12 months were due to employees leaving; a **few** (6%) filled were due to promotions; a **few** (3%) filled were due to new positions, and a **few** (3%) filled were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Many (69%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (31%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- Private school referrals
- Newspaper ads

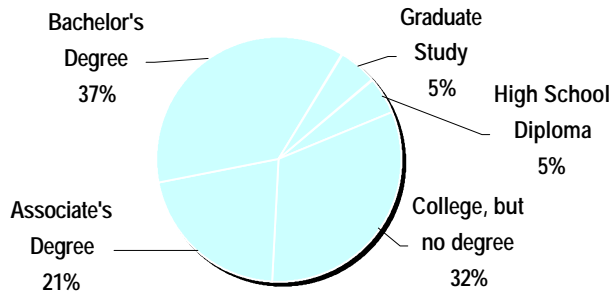
MAJOR EMPLOYING INDUSTRIES (In survey area)

- Department Stores
- Family Clothing Stores
- Drug Stores and Proprietary Stores
- Detective and Armored Car Services

Drafters prepare clear, complete, and accurate working plans and detail drawings from rough or detailed sketches or notes for engineering or manufacturing purposes according to specified dimensions. They utilize knowledge of various machines, engineering practices, mathematics, building materials, and other physical sciences to complete drawings. **OES Code: 225140**

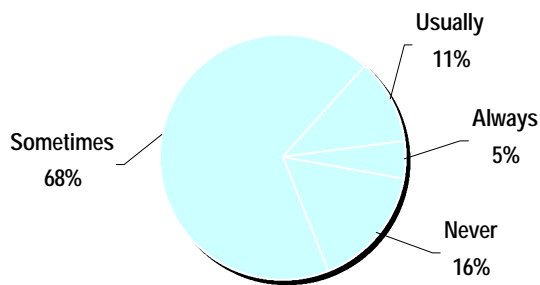
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



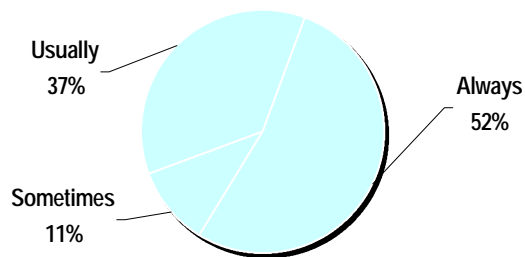
Some (37%) employers report that recent new hires have completed their Bachelor's degree.

TRAINING SUBSTITUTING EXPERIENCE



Most (68%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 12 to 24 months College Drafting, Trade School, Draftsman Certificate, Autocad or Microstation Certificate, or Autocad Training Release-14.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (52%) employers report that work experience is always required. **Desired work experience when acceptable:** 12 to 24 months Autocad Operator, Drafter or Technician, Engineering Technician, or Drafting Internship.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to read blueprints	2.9
Ability to prepare drawings from engineering sketches	2.8
Knowledge of geometry	2.6
Ability to use a computer	2.6
Knowledge of Computer Assisted Design (CAD)	2.6
Ability to visualize in three dimensions	2.4
Mechanical drawing skills	2.3
Freehand drawing skills	2.2
Knowledge of trigonometry	2.0
Knowledge of CAD/CAM	1.4

Personal

Attention to detail	3.0
Ability to follow oral instructions	3.0
Ability to work as part of a team	2.9
Problem solving skills	2.8
Ability to interact well with others	2.8
Ability to work independently	2.7
Ability to work under pressure	2.7
Time management skills	2.6

Basic

Basic math skills	2.7
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SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Autocad, engineering and design knowledge, improved time management, interact with management, ability to train people, organizational skills, great speed and accuracy with work, development or project management skills, service and experience with company, basic-level engineering skills, mechanics-electrical and hydraulic, field experience, and ability to identify equipment.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Autocad release-14, computer imaging, computer drafting, better math and layout, expanding software applications, and design tools (e.g. 3D Design Studio).

COMPUTER SKILLS SOUGHT:

Almost all (89%) seek other (e.g. Autocad 14 or higher, CAD, or graphic software); **many** (44%) seek spreadsheet; **some** (39%) seek word processing; **some** (28%) seek database; and a **few** (11%) seek desktop publishing.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Martinez Adult Education and Technology Center
- Regional Occupational Program of Contra Costa County

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$20.00	\$12.00
New hires, experienced:	\$10.00 - \$26.37	\$14.00
Experienced, 3 years with firm:	\$14.00 - \$31.17	\$18.00

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (89%) employees worked full-time averaging 40 hours a week; a **few** (5%) worked part-time averaging 12 hours a week, and a **few** (6%) worked temporary/on-call averaging 29 hours a week.

Unionization

A **few** (5%) firms, and a **few** (2%) employees are union.

Gender

Male (76%), Female (24%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	94%	6%
Dental Insurance	83%	6%
Vision Insurance	61%	6%
Life Insurance	50%	0%
Paid Sick Leave	89%	6%
Paid Vacation	89%	6%
Retirement Plan	78%	0%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Associate or Drafting Engineer
- Designer or Senior Drafter
- Project or Technical Supervisor or Manager

Related **Dictionary of Occupational Titles (DOT) Code:**

001.261-010, 001.261-014, 002.261-010, 003.261-010, 003.261-014

For more information, see COG #4, 338, 189

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

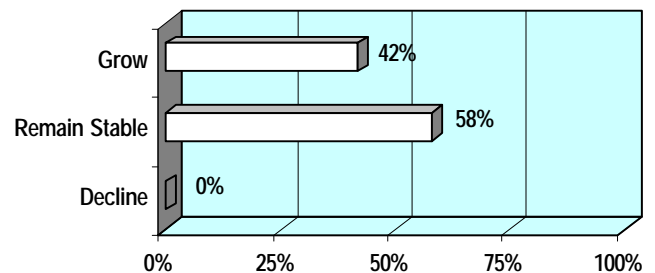
Occupation size: Large
 Projected new jobs: 300
 Openings due to separations: 130
 Projected growth between 1995-2002 slower than average, 18.1%
 (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (44%) vacancies filled over the last 12 months were due to new positions; **some** (30%) filled were due to employees leaving; **some** (22%) filled were due to temporary/on call, and a **few** (4%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Many (58%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **many** (42%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top five resources:

- Newspaper ads
- Employees' referrals
- In-house promotion or transfer
- Hire unsolicited applicants
- Other: Internet

MAJOR EMPLOYING INDUSTRIES (In survey area)

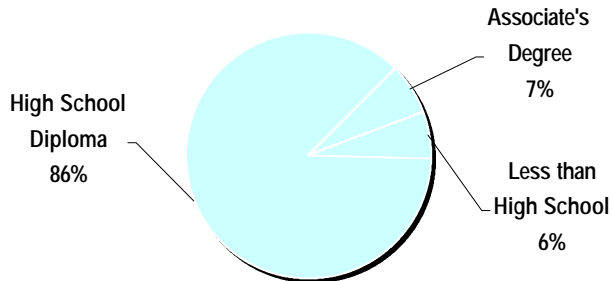
- Landscape Counseling and Planning
- Cane Sugar Refining
- Commercial Equipment, NEC
- Elementary and Secondary Schools
- Architectural Services
- Local Government

ELECTRIC HOME APPLIANCE AND POWER TOOL REPAIRERS 15 Employers Represented

Electric Home Appliance and Power Tool Repairers repair, adjust, and install all types of electric household appliances, such as refrigerators, washing machines, dishwashers, vacuum cleaners, room air conditioners, and small appliances, including toasters, mixers, and food processors. Include repairers of electrical hand and bench tools, such as lathes, drills, saws, grinders, and polishers. **OES Code: 857110**

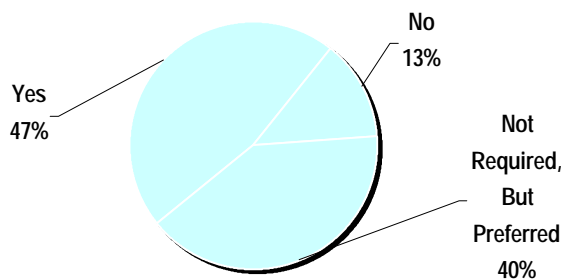
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



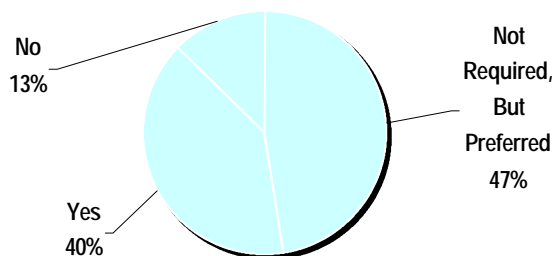
Almost All (86%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



Many (47%) employers report that training is required prior to employment. **Many** (54%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 8 months Electrical and Appliance Mechanic, Appliance Repair, Sealed System Certification, Vocational Training, Technician or Electrician, Factory Training, Electric and Mechanical Repair, and an Associates Degree.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (40%) employers report that work experience is required. **Some** (38%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 11 months Electrician, Electronic Mechanic, Technician, Auto Mechanic, Plumber, and General Mechanical Repair.

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to operate circuit test equipment	3.0
Ability to operate power hand tools	2.9
Ability to read schematics	2.9
Possession of a valid driver's license	2.9

Physical

Good hand-eye coordination	3.0
Ability to lift at least 50 pounds, repeatedly	2.9

Personal

Customer service skills	3.0
Ability to work independently	3.0
Ability to work under pressure	2.9

Basic

Ability to read and follow instructions	3.0
Oral communication skills	3.0
Basic math skills	2.9

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Customer service, management, supervision, computer, factory training, and additional education.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Computer, communication, technical training, new appliance repair, personality, reading, writing, arithmetic, and using research tools.

COMPUTER SKILLS SOUGHT:

A **few** (6%) employers seek word processing; a **few** (6%) employers seek database; a **few** (6%) employers seek spreadsheet, and **some** (20%) employers seek other (e.g. In-house System).

Employers report the following software applications are used: Word, Excel, and Access.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Diablo Valley College
- Los Medanos College
-

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$15.00	\$ 7.00
New hires, experienced:	\$ 6.50 - \$15.00	\$ 9.00
Experienced, 3 years with firm:	\$ 8.50 - \$20.00	\$12.00

OTHER RELEVANT INFORMATION

Hours Worked

Almost All (96%) employees worked full-time averaging 40 hours a week, and a **few** (4%) worked part-time averaging 23 hours a week.

Unionization

No (0%) firms, and **no** (0%) employees are union.

Gender

Male (95%), Female (5%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	20%	0%
Dental Insurance	13%	0%
Vision Insurance	0%	0%
Life Insurance	13%	0%
Paid Sick Leave	27%	0%
Paid Vacation	60%	0%
Retirement Plan	20%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Many (40%) employers report that they promote employees.

Responding employers listed the following positions as promotional opportunities:

- Lead Technician
- Senior Technician
- Technician Manager
- Journey-person
- Supervisor

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

Occupation size: Small

Projected new jobs: 20

Openings due to separations: 10

Projected growth between 1995-2002 is faster than average, 28.6%.

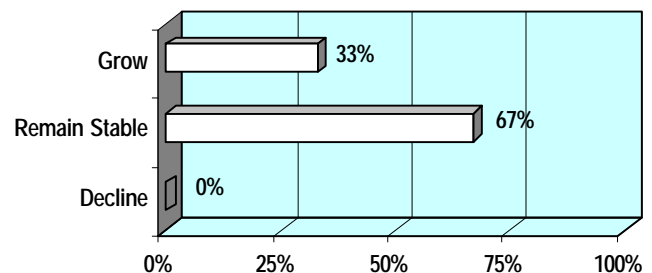
(Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (55%) vacancies filled over the last 12 months were due to employees leaving; **some** (23%) filled were due to new positions; a **few** (19%) filled were due to promotions, and a **few** (3%) filled were due to temporary/on-call positions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (67%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **some** (33%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Walk-in applicants
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Department Stores
- Appliance Stores, Household
- Electrical and Electronic Repair Shops, N.E.C
- Carpet and Upholstery Cleaning
- Repair Shops and Related Services, N.E.C.

Related Dictionary of Occupational Titles (DOT) Code:

637.261-010, 723.381-010, 723.584-010, 729.281-022, 827.261-014

For more information, see COG #101

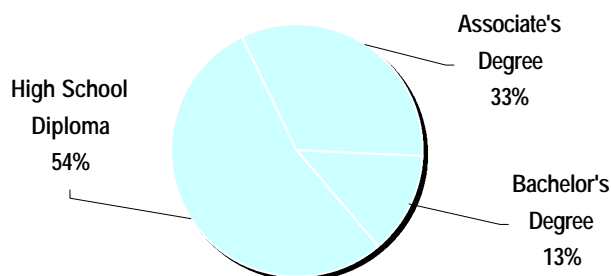
ELECTRICAL AND ELECTRONIC ENGINEERING TECHNICIANS AND TECHNOLOGISTS

15 Employers Represented

Electrical and Electronic Engineering Technicians and Technologists apply electrical and electronic theory and related knowledge to design, build, test, repair, and modify developmental, experimental, or production electrical equipment in industrial or commercial plants for subsequent use by engineering personnel in making engineering design and evaluation decisions. Does not include workers who only repair electronic equipment.
OES Code: 225050

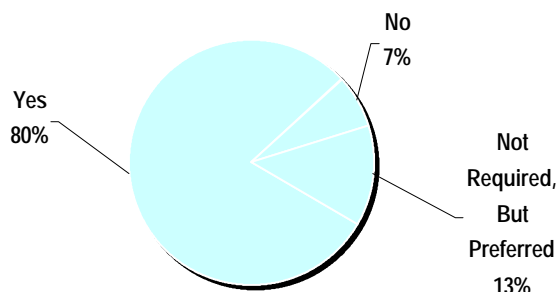
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



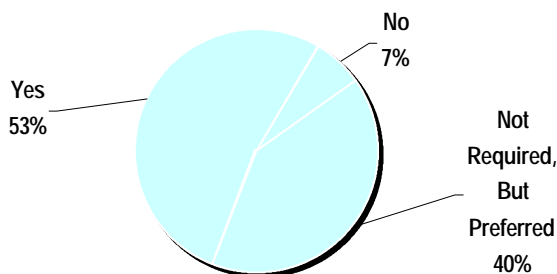
Many (54%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



Almost all (80%) employers report that training is required prior to employment. **Many** (43%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 18 months Technical or Vocational, an Electronic Engineering degree, Programming or Electrical and Electronic Theory College Courses, Electronics Repair, Electronics Certification, Analog and Digital, or On-The-Job training.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (53%) employers report that work experience is required. **Many** (42%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 14 months HVAC, Engineering, Test Technician, or Manufacturing.

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to apply principles of electrical and electronic theory	2.9
Ability to operate electrical and electronics testing equipment	2.8
Ability to read schematics	2.8
CAD drafting skills	2.3

Physical

Ability to stand for prolonged periods of time	2.0
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Personal

Ability to work as part of a team	2.8
Oral communication skills	2.8

Basic

Detail oriented	2.9
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SKILLS NEEDED FOR CAREER ADVANCEMENT:

Technical knowledge, Bachelor's degree, high-tech systems, design and development expertise, management skills, team player, flexibility, communication, leadership, electrical knowledge, documentation and personnel management, technical advancement experience, ability to run a job site, and on-the-job training.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Communication, construction, engineering, continued training, knowledge of oscilloscopes and other lab equipment, business development, and knowledge of the job.

COMPUTER SKILLS SOUGHT:

Many (53%) employers seek word processing; **many** (47%) employers seek database; **most** (60%) employers seek spreadsheet; a **few** (13%) employers seek desktop publishing, and **some** (33%) employers seek other (e.g. company designed software).

Employers report the following software applications are used: Word, Excel, and Access.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- See Training Directory

Contra Costa County, 1999

ELECTRICAL AND ELECTRONIC ENGINEERING TECHNICIANS AND TECHNOLOGISTS

300 Jobs Represented

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$16.00	\$10.00
New hires, experienced:	\$11.00 - \$31.91	\$15.00
Experienced, 3 years with firm:	\$15.00 - \$35.10	\$20.00

OTHER RELEVANT INFORMATION

Hours Worked

Many (56%) employees worked full-time averaging 40 hours a week; **many** (43%) worked temporary/on-call averaging 40 hours a week, and a **few** (1%) worked part-time averaging 23 hours a week.

Unionization

A **few** (7%) firms, and a **few** (3%) employees are union. Employers report affiliations with the following unions: Local 332, Local 595, International Brotherhood of Electrical Workers Local 302, and International Brotherhood of Electrical Workers Local1245.

Gender

Male (89%), Female (11%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	40%	0%
Dental Insurance	27%	0%
Vision Insurance	33%	0%
Life Insurance	20%	0%
Paid Sick Leave	60%	7%
Paid Vacation	73%	7%
Retirement Plan	20%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Almost all (80%) employers report that they promote employees. Responding employers listed the following positions as promotional opportunities:

- Engineer
- Supervisor
- Manager
- Lead
- Lead Supervisor
- Project Manager
- Engineering Technician
- Senior Technician
- Journey-person

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%,
Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 - 2002

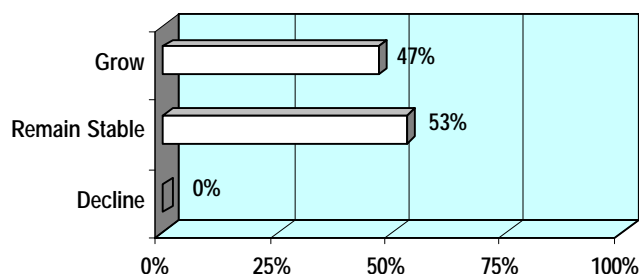
Occupation size: Medium
Projected new jobs: 190
Openings due to separations: 130
Projected growth between 1995-2002 is faster than average, 24.1%.
(Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **most** (63%) vacancies filled over the last 12 months were due to temporary/on-call positions; **some** (29%) filled were due to new positions; a **few** (4%) filled were due to promotions, and a **few** (4%) filled were due to employees leaving.

EMPLOYMENT OVER THE NEXT 2 YEARS



Many (53%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **many** (47%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Newspaper ads
- Walk-in applicants

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Contractors, Electrical Work
- Tools, Hand and Edge (except machine saws)
- Search, Detection, Navigation, Guidance, Aeronautical, and Nautical Systems and Instruments
- Electrical Measurement and Test Equipment
- Laboratory Analytical Instruments
- Dental Equipment and Supplies
- Help Supply and Employee Leasing Services
- Computer Related Services

Related Dictionary of Occupational Titles (DOT) Code:

003.161-010, 003.161-014, 019.281-010, 726.261-010, 726.261-014
For more information, see COG #331

EMPLOYMENT INTERVIEWERS – PRIVATE OR PUBLIC

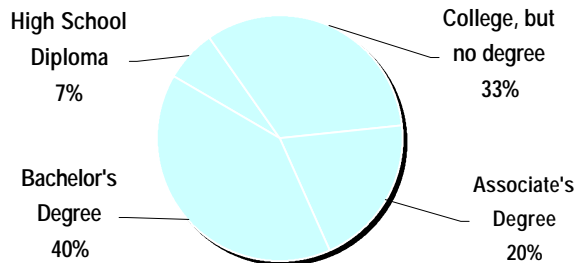
EMPLOYMENT SERVICE

15 Employers Represented

Employment Interviewers interview job applicants in an employment office and refer them to prospective employers for consideration. They record and evaluate various pertinent data, search application files, notify selected applicants of job openings, refer qualified applicants to prospective employers, and contact employers to verify referral results and record data. **OES Code: 215080**

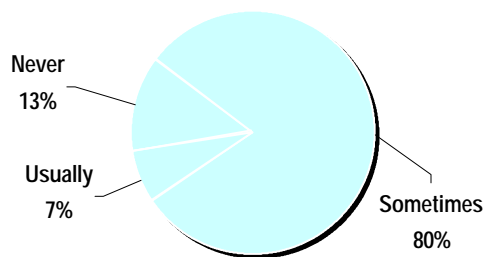
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



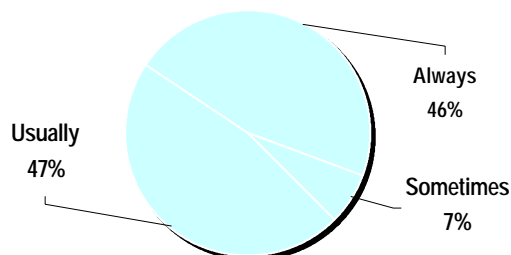
Many (40%) employers report that recent new hires have completed their Bachelor's degree.

TRAINING SUBSTITUTING EXPERIENCE



Almost all (80%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 12 months Human Resources Coursework.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (47%) employers report that work experience is usually required. **Desired work experience when acceptable:** 12 to 24 months Human Resources, Job Development, Head Hunting, Office Management, Vocational Counseling, Customer Service, or Staffing Specialist.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%,
Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Personnel interviewing skills	3.0
Record keeping skills	3.0
Counseling skills	2.0
Ability to apply sales techniques	1.5

Physical

Ability to sit continuously for 2 or more hours	0.6
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Basic

Ability to read and follow instructions	3.0
Oral communication skills	2.9
Basic math skills	2.4
Ability to write legibly	2.2

Personal

Customer service skills	2.8
Ability work independently	2.8
Tactfulness	2.8

ADDITIONAL QUALIFICATIONS DESIRED:

Flexible and punctual.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Negotiations and understanding of Employment Laws.

COMPUTER SKILLS SOUGHT:

All (100%) seek word processing; **almost all** (82%) seek spreadsheet; **most** (64%) seek database, and a **few** (9%) seek desktop publishing.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- California State University, Hayward – Contra Costa Campus
- Chapman University
- Golden Gate University
- John F. Kennedy University
- Pittsburg Adult Education Center
- Regional Occupational Program
- Rosebridge Graduate School of Integrative Psychology
- St. Mary's College
- University of California, Berkeley - Extension
- University of Phoenix
- University of San Francisco, College of Professional Studies

Contra Costa County, 1997

EMPLOYMENT INTERVIEWERS – PRIVATE OR PUBLIC EMPLOYMENT SERVICE

81 Jobs Represented

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$11.03 - \$20.19	\$14.38
New hires, experienced:	\$ 8.00 - \$25.24	\$15.58
Experienced, 3 years with firm:	\$10.00 - \$47.95	\$19.18

"A **few** (6%) firms also pay commission to employees working in this occupation."

"**Some** (33%) firms report that wages are not offered to new hires with no experience working in this occupation."

HOURS WORKED

Almost all (86%) employees worked full-time, and a **few** (14%) worked part-time.

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	0%
Dental Insurance	67%	0%
Vision Insurance	17%	0%
Life Insurance	0%	0%
Paid Sick Leave	67%	0%
Paid Vacation	67%	0%
Retirement Plan	0%	0%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Supervisor
- Branch Manager
- Account Manager
- Director
- On-Site Coordinator

Related **Dictionary of Occupational Titles (DOT) Code:**
166.267-010

For more information, see COG #38

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

Occupation size: Small

Projected new jobs: 100

Openings due to separations: 36

Projected growth between 1994-2001 is much faster than average, 43.9%.

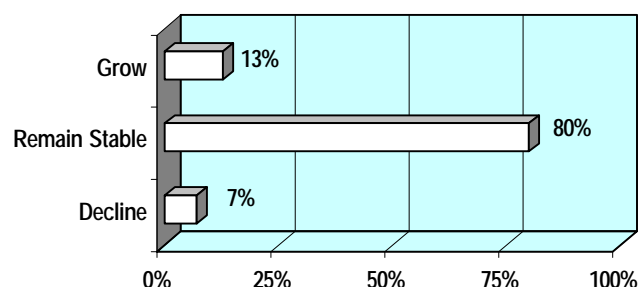
(Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced inexperienced applicants that meet their hiring standards.

Employers report **many** (44%) vacancies filled over the last 12 months were due to promotions; **many** (44%) filled were due to employees leaving, and a **few** (11%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (80%) employers responding expect this occupation's employment to remain stable over the next 3 years; a **few** (13%) expect it to grow, and a **few** (7%) expect decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top four resources:

- Newspaper ads
- Employees' referrals
- Private employment agencies
- In-house promotions or transfers

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Employment Agencies
- Help Supply Services
- Job Training and Related Services

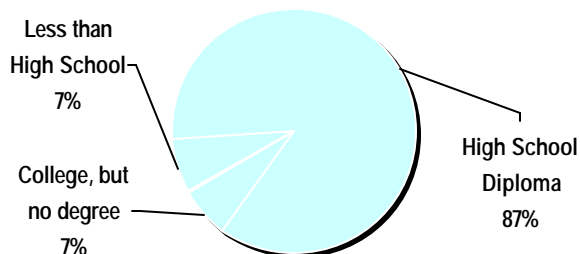
FILE CLERKS

15 Employers Represented

File Clerks file correspondence, cards, invoices, receipts, and other records in alphabetical or numerical order or according to the filing system used, and locate and remove material from files when requested. They may be required to classify and file new material. **OES Code: 553210**

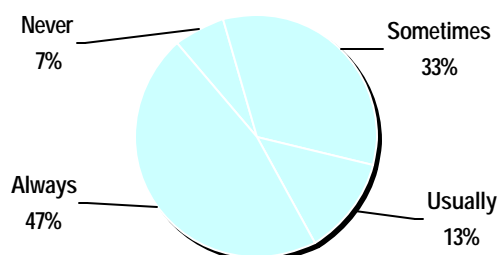
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



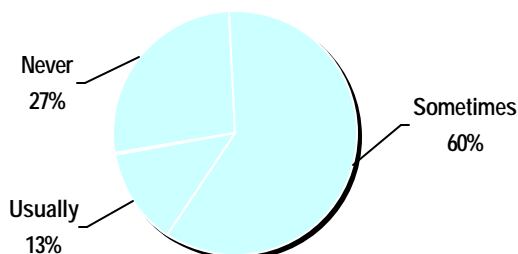
Almost all (87%) employers report that recent new hires have completed High School or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Many (47%) employers state that training is always accepted as a substitute for experience. **Desired training when acceptable:** 1 to 12 months Clerical/Administrative Coursework, or Typing Certificate (45 words per minute).

PREVIOUS WORK EXPERIENCE REQUIRED



Most (60%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 3 to 8 months General Clerk, File Clerk, or Office Assistant.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Skilled at clerical detail work	2.7
Ability to use a computer terminal	2.7
Ability to do routine, repetitive work	2.6
Filing skills (alpha and numeric)	2.5
Telephone answering skills	2.3

Basic

Ability to work under pressure	2.0
Ability to write effectively	2.0

Physical

Ability to stand for prolonged periods	1.3
Ability to lift at least 40 pounds	0.3

Personal

Ability to follow oral instructions	2.9
Ability to read and follow instructions	2.9
Ability to interact well with others	2.8
Oral communication skills	2.6
Ability to write legibly	2.6
Ability to work independently	2.3
Willingness to work with close supervision	2.1
Ability to perform basic mathematical computations	1.7

ADDITIONAL QUALIFICATIONS DESIRED:

Punctuality, good attendance, follow-through, attention to detail, personable, responsible, and reliable.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Mouse familiarity, e-mail, computer usage, and networking.

COMPUTER SKILLS SOUGHT:

Most (75%) seek database; **most** (63%) seek word processing, and **many** (50%) seek spreadsheet.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Access USA Computer Training Center
- ACTech Institute
- Contra Costa College
- Diablo Valley College
- East Bay Institute of Business and Legal Training
- Heald College – School of Business
- Los Medanos College
- Martinez Adult School/Technical Center
- Mt. Diablo Adult Education, Loma Vista
- Mt. Diablo Vocational Service Training
- Pittsburg Adult Education Center
- Regional Occupational Program
- West Contra Costa Adult Education
- Worldwide Educational Services, Inc.

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.25 - \$11.82	\$ 6.00
New hires, experienced:	\$ 5.50 - \$14.63	\$ 6.50
Experienced, 3 years with firm:	\$ 5.85 - \$16.93	\$ 8.00

"Union firms pay at top or above wage ranges."

(Out of 15 firms responding, 1 is union.)

HOURS WORKED

Many (59%) employees worked full-time; **some** (38%) worked temporary/on call, and a **few** (3%) worked part-time.

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	8%
Dental Insurance	46%	8%
Vision Insurance	23%	8%
Life Insurance	8%	0%
Paid Sick Leave	85%	15%
Paid Vacation	77%	15%
Retirement Plan	23%	8%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Receptionist
- Secretary
- Administrative Assistant
- Office Specialist
- Clerical Supervisor

Related **Dictionary of Occupational Titles (DOT) Code:**
206.387-034

For more information, see COG #261

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

Occupation size: Large

Projected new jobs: 68

Openings due to separations: 274

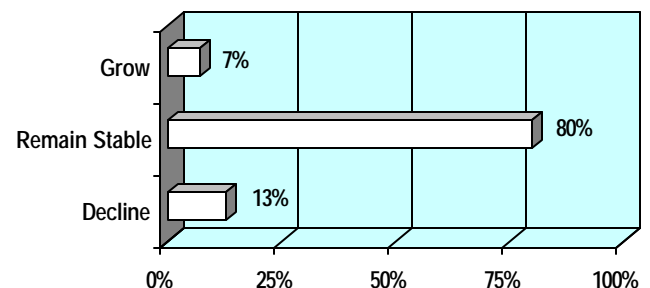
Projected growth between 1994-2001 is slower than average, 6.9%.
(Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **no** difficulty in finding experienced applicants and **little** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **most** (79%) vacancies filled over the last 12 months were due to temporary/on call positions; a **few** (10%) filled were due to employees leaving; a **few** (8%) filled were due to promotions, and a **few** (4%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (80%) employers responding expect this occupation's employment to remain stable over the next 3 years; a **few** (13%) expect it to decline, and a **few** (7%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top four resources:

- Employees' referrals
- Hire unsolicited applicants
- Newspaper ads
- Other: word-of-mouth, and mailings

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Offices and Clinics of Medical Doctors
- Help Supply Services
- Legal Services
- Employment Agencies
- Insurance Agencies
- Oil Companies

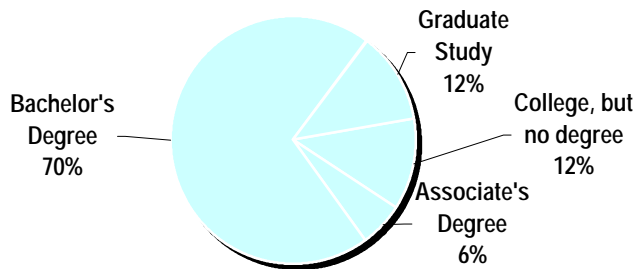
FINANCIAL MANAGERS

17 Employers Represented

Financial Managers plan, organize, direct, control, or coordinate the financial activities of an organization. Includes managers in banks or similar financial institutions who advise on credit and investment policy or negotiate general policy with financial or other institutions. **OES Code: 130020**

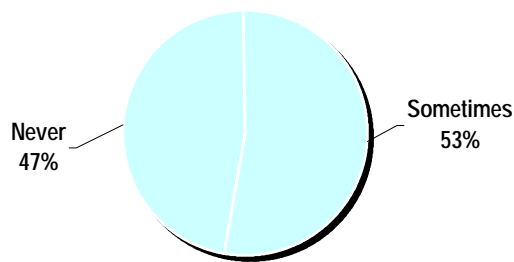
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



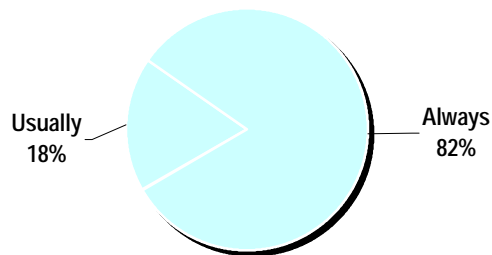
Most (70%) employers report that recent new hires have completed their Bachelor's degree.

TRAINING SUBSTITUTING EXPERIENCE



Many (53%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 24 to 48 months CPA, or Accounting degree.

PREVIOUS WORK EXPERIENCE REQUIRED



Almost all (82%) employers report that work experience is always required. **Desired work experience when acceptable:** 24 to 48 months Accounting Clerk, Accounting Manager, Controller, CPA, Finance Director, CFO, Full Charge Bookkeeper, or General Accounting Manager.

Key Terms:

All = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%, **Many** = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Problem solving skills	3.0
Ability to read and comprehend information quickly	3.0
Ability to use a computer	3.0
Familiarity with computerized accounting systems	2.9
Verbal presentation skills	2.9
Ability to hire/assign personnel	2.8
Knowledge of regulations affecting financial institutions	2.7
Knowledge of database management principles	2.7

Personal

Ability to work under pressure	3.0
Ability to motivate others	2.8
Ability to work independently	2.8
Ability to plan and organize the work of others	2.8
Public contact skills	2.6

Basic

Oral communication skills	3.0
Knowledge of budget analysis work	3.0
Knowledge of business math	2.9
Knowledge of financial planning	2.9

ADDITIONAL QUALIFICATIONS REQUIRED:

Continuing education, creative skills, supervisory skills and experience, four-year degree, professional accounting, senior accountant, management skills, excellent technical skills, leadership skills, and willingness to work additional hours.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Database integration, automated accounting, networking, and Windows-based computer skills.

COMPUTER SKILLS SOUGHT:

Almost all (93%) seek spreadsheet; **many** (53%) seek word processing; **many** (53%) seek database, and **some** (20%) seek other (e.g. accounting/finance software, and general ledger).

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- California State University, Hayward - Contra Costa Campus
- John F. Kennedy University
- St. Mary's College
- University of Phoenix
- University of SF-College of Professional Studies

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$13.43 - \$26.74	\$14.38
New hires, experienced:	\$14.38 - \$48.43	\$26.37
Experienced, 3 years with firm:	\$17.26 - \$48.80	\$28.77

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

All (100%) employees worked full-time averaging 40 hours a week.

Unionization

None reported.

Gender

Male (57%, Female (43%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	0%
Dental Insurance	88%	0%
Vision Insurance	53%	0%
Life Insurance	94%	0%
Paid Sick Leave	94%	0%
Paid Vacation	100%	0%
Retirement Plan	71%	0%
Child Care	18%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Senior Financial Manager
- Director of Administration

Related **Dictionary of Occupational Titles (DOT) Code:**
186.167-086

For more information, see COG #N/A

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 - 2002

Occupation size: Very Large
Projected new jobs: 1180
Openings due to separations: 360
Projected growth between 1995-2002 is much faster than average, 33.1%.

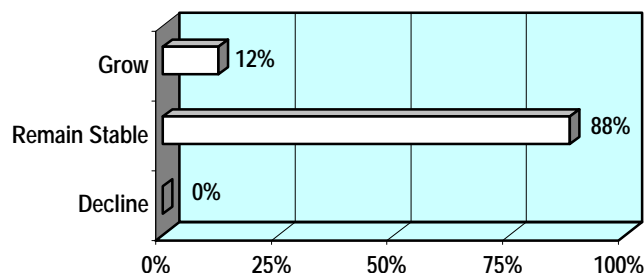
(Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced applicants and **some** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **almost all** (80%) vacancies filled over the last 12 months were due to employees leaving, and **some** (20%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (88%) employers responding expect this occupation's employment to remain stable over the next 3 years, and a **few** (12%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- In-house promotion or transfer
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Electrical and Concrete Work
- Insurance Agents, Brokers, and Service
- Real Estate Agents
- Offices of Health Practitioners, NEC
- Legal Services
- Junior Colleges and Colleges and Universities
- Individual and Family Services
- Civic and Social Associations
- Architectural Services
- Local Government

FIRST LINE SUPERVISORS/MANAGERS CONSTRUCTION TRADES AND EXTRACTIVE WORKERS

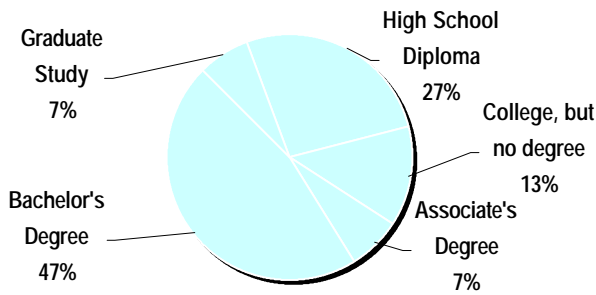
15 Employers Represented

First Line Supervisors and Manager/Supervisors in the Construction Trades and Extractive Workers directly supervise and coordinate activities of construction or extractive workers. Manager/Supervisors are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. In addition, Manager/Supervisors may also engage, in part, in the same construction work as the workers they supervise. Does not include work leaders who spend 20% or more of their time at tasks similar to those of employees under their supervision and report them in the occupations that are most closely related to their specific work duties.

OES Code: 810050

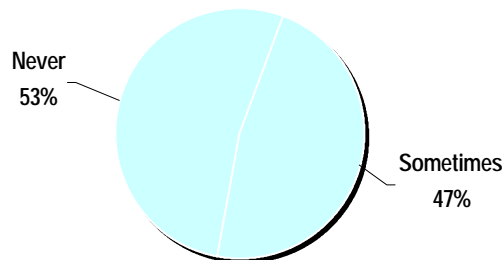
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



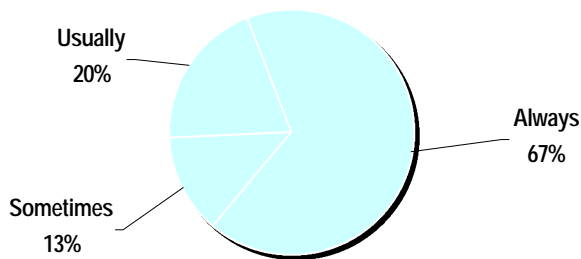
Many (47%) employers report that recent new hires have completed their Bachelor's Degree.

TRAINING SUBSTITUTING EXPERIENCE



Many (53%) employers state that training is never accepted as a substitute for experience. **Desired training when acceptable:** 12 months On-the-Job Training, or First Aid.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (67%) employers report that work experience is always required. **Desired work experience when acceptable:** 24 to 36 months Project Supervisor, Project Manager, Equipment Operator, or Construction Worker.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Record keeping skills	3.0
Attention to detail	3.0
Organizational and time management skills	3.0
Problem solving skills	3.0
Supervisory skills	3.0
Ability to plan and organize the work of others	2.9
Trained in CPR and first aid techniques	2.0

Physical

Ability to sit continuously for 2 or more hours	1.2
Ability to lift at least 10 pounds	0.9
Ability to stand continuously for 2 or more hours	0.6
Ability to pass a pre-employment medical exam	0.4
Ability to do strenuous, physically demanding work	0.4
Ability to lift at least 50 pounds	0.2
Ability to lift at least 100 pounds	0.2

Basic

Ability to perform basic mathematical calculations	3.0
Ability to work as part of a team	2.9
Ability to work independently	2.9
Ability to perform routine, repetitive work	2.5
Verbal and written communication skills	2.3
English grammar and spelling skills	2.2

Personal

Ability to work under pressure	2.9
Willingness to work overtime	2.8
Ability to handle crisis situations	2.8
Willingness to participate in drug testing	2.4
Willingness to work weekends	1.9
Willingness to work nights	1.7
Possess good DMV driving record	1.4
Willingness to work part-time	0.5
Willingness to work on-call	0.5
Willingness to work temporary or seasonal	0.4

ADDITIONAL QUALIFICATIONS DESIRED:

Reliability, honesty, dependability, initiative, and open to change.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Accounting software, strong leadership, management, budget forecasting, and computer usage.

COMPUTER SKILLS SOUGHT:

All (100%) seek spreadsheet; a **few** (17%) seek database; **almost all** (83%) seek word processing, and a **few** (17%) seek Accounting.

Contra Costa County, 1997

FIRST LINE SUPERVISORS/MANAGERS CONSTRUCTION TRADES AND EXTRACTIVE WORKERS

214 Jobs Represented

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<i>Range</i>	<i>Median</i>
New hires, no experience:	\$14.38 - \$21.58	\$17.50
New hires, experienced:	\$15.34 - \$38.36	\$21.58
Experienced, 3 years with firm:	\$20.00 - \$47.95	\$26.37

(Out of 15 firms responding, 1 is union.)

"**All** (100%) union firms hire only experienced employees to work in this occupation."

HOURS WORKED

Almost all (94%) employees worked full-time, and a **few** (6%) worked seasonal.

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	91%	0%
Dental Insurance	82%	0%
Vision Insurance	36%	0%
Life Insurance	18%	0%
Paid Sick Leave	45%	0%
Paid Vacation	45%	0%
Retirement Plan	45%	0%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Director
- Superintendent
- Project Coordinator
- Business Manager

SCHOOLS OFFERING RELATED TRAINING PROGRAMS

- California State University, Hayward - Contra Costa Campus
- Chapman University
- Contra Costa College
- Diablo Valley College
- Golden Gate University
- John F. Kennedy University
- Los Medanos College
- St. Mary's College
- University of San Francisco College of Professional Studies

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 - 2001

Occupation size: Large

Projected new jobs: 8

Openings due to separations: 155

Projected growth between 1994-2001 is remain stable, 0.9%.

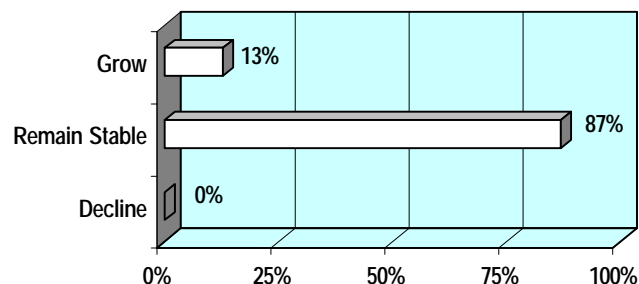
(Average growth between 1994 - 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (56%) vacancies filled over the last 12 months were due to new positions; **some** (27%) filled were due to temporary/on call; a **few** (16%) filled were due to employees leaving, and a **few** (2%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (87%) employers responding expect this occupation's employment to remain stable over the next 3 years, and a **few** (13%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- In-house promotion or transfer
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Single Family Housing Construction
- Gas and Other Services Combined
- Crude Petroleum, and Natural Gas

Related Dictionary of Occupational Titles (DOT) Code:
182.167-026, 869.367-010

For more information, see COG #N/A

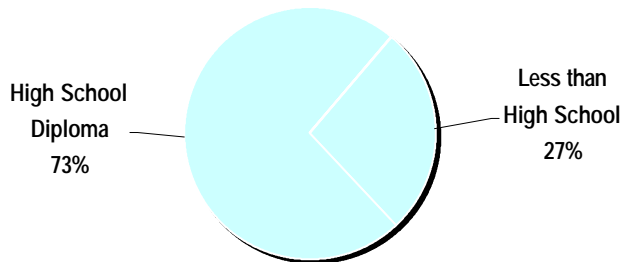
FOOD PREPARATION WORKERS

15 Employers Represented

Food Preparation Workers perform a variety of food preparation duties, such as preparing cold foods and maintaining and cleaning kitchen work areas, equipment, and utensils. They perform simple tasks such as preparing shellfish or slicing meat. They may brew coffee, tea, or chocolate or prepare sandwiches. They work in such places as a restaurant kitchen or delicatessen. **OES Code: 650380**

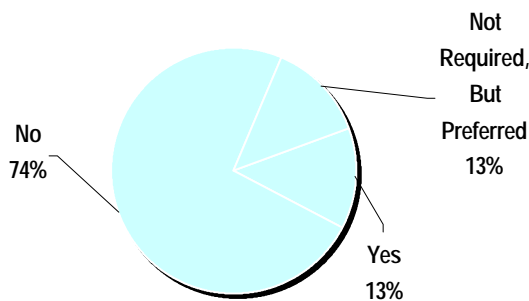
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



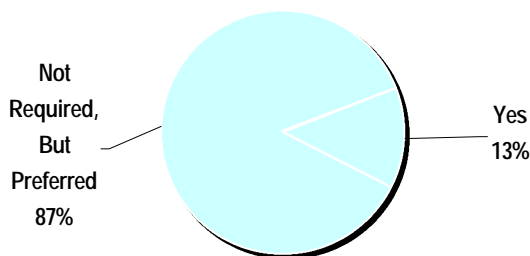
Most (73%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



A **few** (13%) employers report that training is required prior to employment. **Almost all** (80%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 11 months Nutrition and Safety, Food Service Director, Supervision Certification, Dietary, Culinary School, or On-the-Job training.

PREVIOUS WORK EXPERIENCE REQUIRED



A **few** (13%) employers report that work experience is required. **Almost all** (87%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 7 months Food Service, Short Order Cook, Pantry Help, General Kitchen Help, Food Preparation, Cook, Restaurant Worker, Maid, or House Cleaner.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to operate kitchen equipment safely 2.9

Physical

Ability to stand continuously for 2 or more hours 3.0

Ability to pass a pre-employment medical examination 1.7

Personal

Ability to follow instructions 3.0

Ability to work as part of a team 3.0

Willingness to work part-time, overtime, weekends and holidays 2.1

Basic

Good oral communication skills 2.5

Problem solving skills 2.2

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Advanced nutritional training, knowledge of the facility and the job, organization, communication, reliability, ability to operate machinery, leadership, high energy, passion for growth, excellent attendance, English skills, problem solving ability, attitude, good work ethic, dedication, motivation, cashiering, coordinating activities, good judgement, great customer service, and attention to detail.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Speed, ability to work independently, enthusiasm, willingness to work, knowledge of therapeutic diets, ability to work with children, self-motivating, outgoing, and reliable.

COMPUTER SKILLS SOUGHT:

A **few** (7%) employers seek word processing, and a **few** (13%) employers seek database.

Employers report the following software applications are used: Word, and SurePrep.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Antioch Adult School
- Contra Costa College
- Contra Costa County Regional Occupational Program
- Diablo Valley College
- Los Medanos College
- Mt Diablo Adult Education
- Pittsburg Adult Education Center
- Rubicon Programs, Inc.
- West Contra Costa Adult Education

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$ 7.00	\$ 6.50
New hires, experienced:	\$ 6.75 - \$ 8.00	\$ 7.25
Experienced, 3 years with firm:	\$ 7.00 - \$13.00	\$ 9.73
<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.35 - \$11.73	\$ 7.12
New hires, experienced:	\$ 6.90 - \$12.31	\$ 7.38
Experienced, 3 years with firm:	\$ 7.00 - \$14.25	\$ 8.36

OTHER RELEVANT INFORMATION

Hours Worked

Many (54%) employees worked full-time averaging 39 hours a week; **many** (40%) worked part-time averaging 23 hours a week; a **few** (5%) worked temporary/on-call averaging 21 hours a week, and a **few** (1%) worked seasonal averaging 14 hours a week.

Unionization

Many (40%) firms, and most (61%) employees are union. Employers report affiliations with the following unions: Public Employees' Union Local 1, Health Care Workers Union Local 250, and California School Employees Association Chapter 65.

Gender

Male (40%), Female (60%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	40%	0%
Dental Insurance	40%	0%
Vision Insurance	7%	0%
Life Insurance	13%	0%
Paid Sick Leave	60%	20%
Paid Vacation	73%	27%
Retirement Plan	20%	0%
Child Care	0%	0%
Other	7%	7%
(Paid Family Days Off, and Credit Union Membership)		
percentage of employers offering employer-paid benefits		

PROMOTIONAL OPPORTUNITIES

Almost all (87%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Lead or Head Cook
- Kitchen Manager or Assistant
- Grill or Line Cook
- Chef or Baker
- Child Nutrition Worker or Specialists
- Food Service Director or Assistant
- Supervisor or Shift Supervisor

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 - 2002

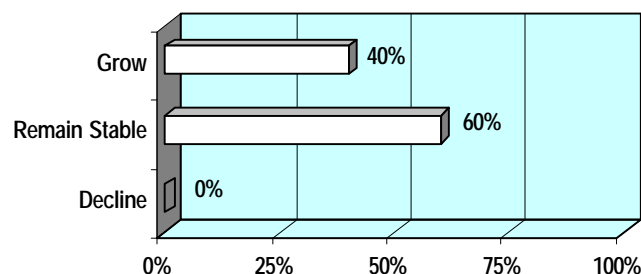
Occupation size: Very Large
 Projected new jobs: 560
 Openings due to separations: 280
 Projected growth between 1995-2002 is average, 22.6%.
 (Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and qualified applicants, and it is **moderately difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **some** (36%) vacancies filled over the last 12 months were due to employees leaving; **some** (33%) filled were due to new positions; a **few** (17%) filled were due to promotions, and a **few** (14%) filled were due to temporary/on-call positions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (60%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **many** (40%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Walk-in applicants
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Grocery Stores
- Restaurants, Caterers and Eating Places
- Sports and Recreation Clubs, Membership
- Nursing Care Facilities, Skilled
- Hospitals, General Medical and Surgical
- Schools, Elementary and Secondary
- Child Day Care Services

Related Dictionary of Occupational Titles (DOT) Code:

313.684-010, 316.661-010, 316.684-010, 317.684-010, 317.687-010

For more information, see COG #331

FORKLIFT OPERATORS

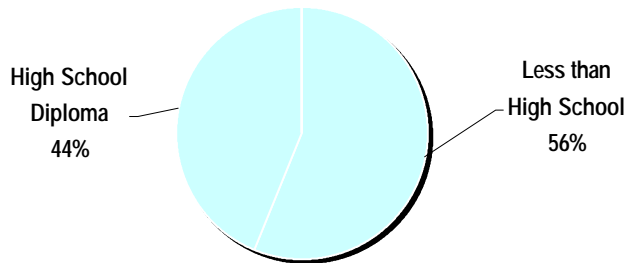
16 Employers Represented

Forklift Operators operate forklift to push, pull, lift, stack, tier or move products, equipment, or materials in warehouse, storage yard or factory.

Non OES Code: 921683999

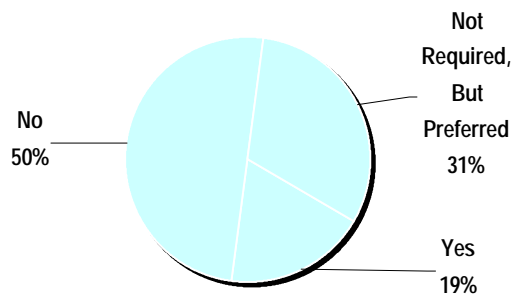
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



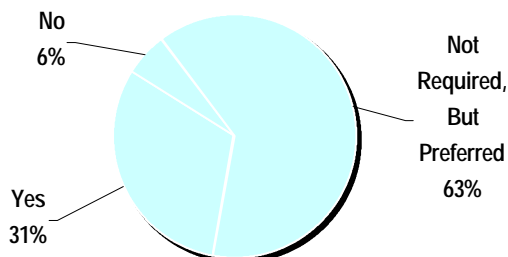
Many (56%) employers report that when hiring, the minimum education required is less than high school.

TRAINING REQUIRED



A **few** (19%) employers report that training is required prior to employment. **Most** (60%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 3 months Forklift Operator Training, or Certificate.

PREVIOUS WORK EXPERIENCE REQUIRED



Some (31%) employers report that work experience is required. **Most** (73%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 9 months Warehouse Worker, Sales, Forklift Operator, Driver, Yard-person, Retail Sales, or Nursery Worker.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Knowledge of safety techniques	2.6
Material handling skills	2.6
Loading/unloading skills	2.4
Forklift certification required	1.7

Physical

Good hand-eye coordination	2.5
Ability to stand continuously for 2 or more hours	2.3
Ability to stock shelves	2.2

Personal

Ability to work independently	2.7
Ability to interact well with others	2.6

Basic

Ability to follow oral instructions	2.8
Ability to perform routine, repetitive work	2.8

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Carpentry, interpersonal, management, flexibility, field education, product knowledge, writing, reading, math, and experience on-the-job.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Product knowledge, customer service, and carpentry.

COMPUTER SKILLS SOUGHT:

None

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Worldwide Educational Services

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$10.00	\$ 8.26
New hires, experienced:	\$ 6.00 - \$12.50	\$10.00
Experienced, 3 years with firm:	\$ 6.75 - \$15.67	\$12.90

Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.00 - \$26.50	\$12.00
New hires, experienced:	\$11.50 - \$26.50	\$17.06
Experienced, 3 years with firm:	\$16.00 - \$30.00	\$17.06

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (80%) employees worked full-time averaging 40 hours a week, and **some** (20%) worked part-time averaging 25 hours a week.

Unionization

Some (25%) firms, and **many** (46%) employees are union. Employers report affiliations with the following unions: Teamsters Local 315, and United Food and Commercial Workers Union Local 870.

Gender

Male (87%), Female (13%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	56%	6%
Dental Insurance	38%	6%
Vision Insurance	13%	6%
Life Insurance	31%	6%
Paid Sick Leave	44%	13%
Paid Vacation	50%	13%
Retirement Plan	25%	13%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Most (69%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Full-time Driver
- Lead
- Warehouse Supervisor
- Sales Clerk
- Counter-person
- Carpenter
- Supervisor
- Manager

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

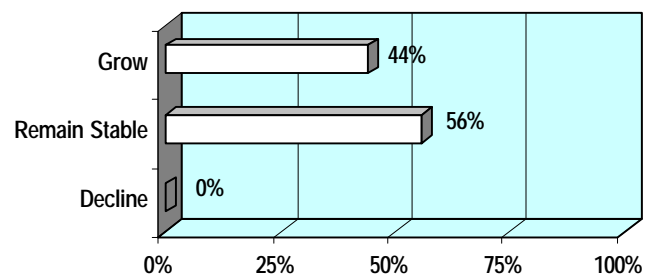
Occupation size: Data Not Available
 Projected new jobs: Data Not Available
 Openings due to separations: Data Not Available
 Projected growth between 1995-2002 is, remain stable.
 (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (48%) vacancies filled over the last 12 months were due to promotions; **some** (28%) filled were due to employees leaving; a **few** (13%) filled were due to temporary/on-call positions, and a **few** (12%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Many (56%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **many** (44%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Walk-in applicants
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Contractors, General, Single-Family Residential
- Contractors, General, Other Non-Residential Buildings
- Lumber and Building Materials Dealers
- Hardware Stores, Retail
- Lawn and Garden Supply Stores, Retail Nurseries
- Department Stores
- Grocery Stores
- Furniture Stores

Related Dictionary of Occupational Titles (DOT) Code:

911.663-014, 912.663-010, 914.667-010

For more information, see COG #N/A

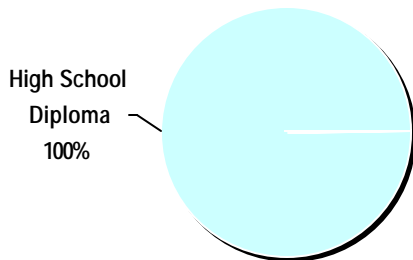
GENERAL OFFICE CLERKS

15 Employers Represented

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. Does not include workers whose duties are narrowly defined. **OES Code: 553470**

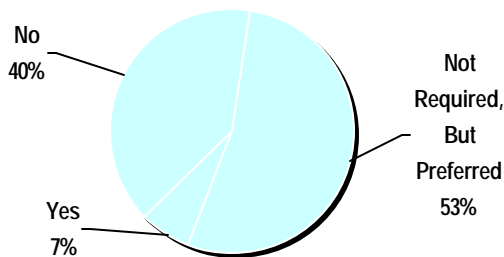
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



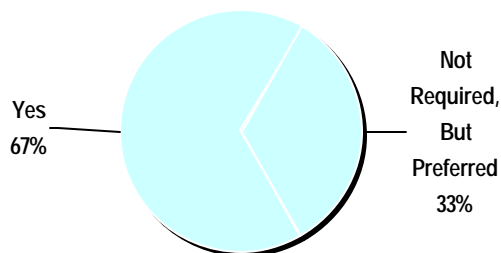
All (100%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



A **few** (7%) employers report that training is required prior to employment. **Most** (67%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 6 months On-the-Job training, Office Management, Computer, Typing, or Clerical.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (67%) employers report that work experience is required. **Almost all** (80%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 12 months Office Manager/Coordinator, Clerical, Secretary, Typist Clerk, Word Processing, Office Support, or Administrative related experience.

Key Terms:

All = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%, **Many** = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to operate office machines	2.7
Computer typing skills	2.7

Physical

Ability to work under pressure	2.3
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Personal

Ability to work well with others	3.0
Customer service skills	3.0

Basic

Ability to meet deadlines	2.9
Ability to read and follow instructions	2.9
Ability to do basic math	2.8

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Motivation, desire, communication, dependability, accuracy, timeliness of work, office automation, computer knowledge, customer service, organization, knowledge of the job, supervision, management, advanced typing and word processing, stenography, bookkeeping, willingness/ability to learn new tasks, experience, and professional growth.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Organization, customer service, management, Internet, telephone people skills, bookkeeping, first aid, grammar, spelling, composition, interpersonal and communication

COMPUTER SKILLS SOUGHT:

Almost all (93%) employers seek word processing; **many** (47%) employers seek database; **most** (73%) employers seek spreadsheet; **some** (20%) employers seek desktop publishing, and a **few** (13%) employers seek other (e.g. Typing 40 words per minute). Employers report the following software applications are used: Word, Excel, Access, and PowerPoint.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Access USA computer Training Center
- Contra Costa College
- Contra Costa County Regional Occupational Program
- Diablo Valley College
- Liberty High School Alternative Education
- Mt Diablo Adult Education
- Mt Diablo Vocational Services Training
- Pittsburg Adult Education Center
- Worldwide Educational Services

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$12.00	\$ 8.75
New hires, experienced:	\$ 9.54 - \$12.50	\$10.52
Experienced, 3 years with firm:	\$ 9.54 - \$17.50	\$13.00
<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 9.89 - \$10.91	\$10.40
New hires, experienced:	\$ 9.89 - \$13.89	\$11.62
Experienced, 3 years with firm:	\$11.43 - \$17.73	\$13.72

OTHER RELEVANT INFORMATION

Hours Worked

Most (60%) employees worked full-time averaging 40 hours a week; **some** (21%) worked temporary/on-call averaging 40 hours a week, and a **few** (18%) worked part-time averaging 22 hours a week.

Unionization

Many (47%) firms, and **some** (34%) employees are union. Employers report affiliations with the following unions: AFSCME Local 2700, Public Employees' Union Local 1 Clerical, California School Employees Association 85, and Local 790 SEIU.

Gender

Male (9%), Female (91%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	47%	0%
Dental Insurance	53%	0%
Vision Insurance	40%	0%
Life Insurance	33%	7%
Paid Sick Leave	80%	27%
Paid Vacation	87%	27%
Retirement Plan	40%	7%
Child Care	0%	0%
Other (Tuition reimbursement)	7%	7%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Almost all (93%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Office Manager
- Clerk II
- Typist Clerk II
- Administrative, Staff, School or Principal's Secretary
- Recruiter or Assistant Recruiter
- Administrative Assistant II
- Administrative Clerk, Journey-level

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 - 2002

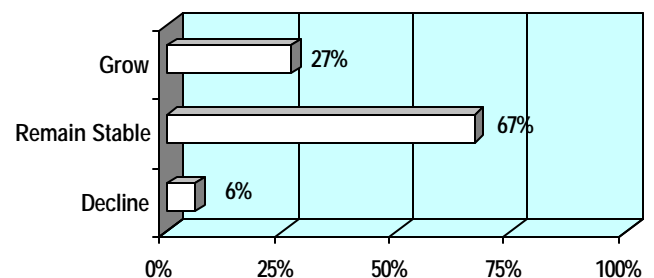
Occupation size: Very Large
 Projected new jobs: 1,530
 Openings due to separations: 1,730
 Projected growth between 1995-2002 is slower than average, 15.7%.
 (Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and qualified applicants, and it is **not difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **many** (49%) vacancies filled over the last 12 months were due to temporary/on-call positions; **some** (25%) filled were due to employees leaving; a **few** (14%) filled were due to new positions, and a **few** (11%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (67%) employers responding expect this occupation's employment to remain stable over the next 2 years; **some** (27%) expect it to grow, and a **few** (6%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- In-house promotions or transfer
- Employee referrals

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Help Supply and Employee Leasing Services
- Auto Body, Paint and Upholstery Repair Shops
- Schools, Elementary and Secondary
- Colleges, Universities and Professional Schools
- Child Day Care Services
- Engineering Services
- Local Government

Related **Dictionary of Occupational Titles (DOT) Code:**

219.362-010, 245.367-010, 245.367-014, 245.367-018, 249.367-010

For more information, see COG #295

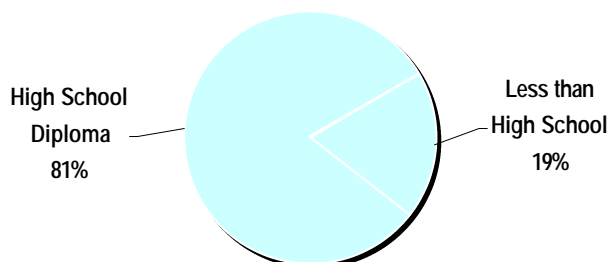
HAIRDRESSERS, HAIRSTYLISTS, AND COSMETOLOGISTS

16 Employers Represented

Hairdressers, Hairstylists, and Cosmetologists provide beauty services for customers, such as suggesting hair styles, cutting and styling hair, treating the scalp, applying make-up, and dressing wigs. Does not include Shampooers, Manicurists, and Beauty School Instructors. **OES Code 680050**

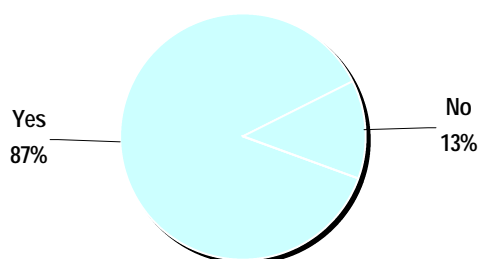
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



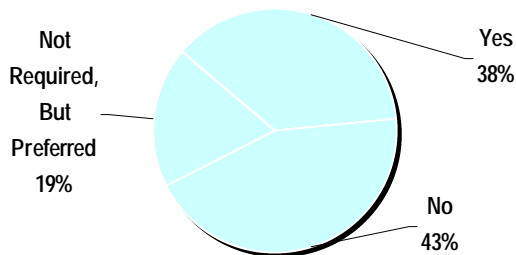
Almost all (81%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



Almost all (87%) employers report that training is required prior to employment. Many (44%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 10 months Beauty College, or Cosmetology License.

PREVIOUS WORK EXPERIENCE REQUIRED



Some (38%) employers report that work experience is required. **Some** (33%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 6 months Hairdresser, or Sales.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Possession of a cosmetology license	2.8
Artistic skills	2.3
Ability to maintain an appointment calendar	1.8
Cash handling skills	1.3
Knowledge of make-up and skin care	0.9

Physical

Ability to stand continuously for 2 or more hours	3.0
Manual dexterity	2.8
Good vision	2.5

Personal

Good grooming skills	3.0
High standards of personal cleanliness	3.0
Ability to work independently	2.5
Ability to work with close supervision	1.6

Basic

Oral communication skills	2.9
Good color perception	2.8
Ability to read and follow instructions	2.7
Ability to write legibly	2.1

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Attend shows, organizational skills, retail sales, management skills, teaching, training, motivation, performance, additional education, cutting expertise, corrective coloring, and coloring.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Common sense, and a cosmetology license.

COMPUTER SKILLS SOUGHT:

Most (67%) employers seek word processing, and **some** (33%) employers seek other (e.g. Point-of-Sale).

Employers report the following software applications are used: Word

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa County Regional Occupational Program
- De Loux School of Cosmetology
- Delta Beauty College, Inc.
- Designs School of Cosmetology
- Diablo Valley College
- Los Medanos College
- Paris Beauty College
- World Vision College of Cosmetology, Inc.

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$ 8.05	\$ 6.50
New hires, experienced:	\$ 5.75 - \$11.43	\$ 7.00
Experienced, 3 years with firm:	\$ 5.75 - \$12.02	\$ 7.50

"A **few** (6%) employers also pay bonuses to employees working in this occupation."

OTHER RELEVANT INFORMATION

Hours Worked

Most (60%) employees worked full-time averaging 38 hours a week; **many** (40%) worked part-time averaging 26 hours a week, and a **few** (1%) worked temporary/on-call averaging 10 hours a week.

Unionization

No (0%) firms, and **no** (0%) employees are union.

Gender

Male (10%), Female (90%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	0%	0%
Dental Insurance	0%	0%
Vision Insurance	0%	0%
Life Insurance	0%	0%
Paid Sick Leave	25%	0%
Paid Vacation	44%	0%
Retirement Plan	6%	0%
Child Care	0%	0%
Other	6%	0%
(Education Assistance)		
percentage of employers offering employer-paid benefits		

PROMOTIONAL OPPORTUNITIES

Many (50%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Counter Manager
- Assistant Manager
- Area Manager or Manager
- Lead Cosmetologists
- Designer
- Senior Designer
- Master Stylists
- Educator

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

Occupation size: Medium

Projected new jobs: 100

Openings due to separations: 140

Projected growth between 1995-2002 is slower than average, 12.5%.

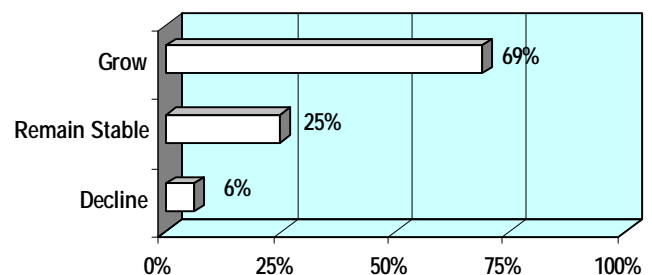
(Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (59%) vacancies filled over the last 12 months were due to employees leaving; **some** (33%) filled were due to new positions, and a **few** (8%) filled were due to promotions

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (69%) employers responding expect this occupation's employment to grow over the next 2 years; **some** (25%) expect it to remain stable, and a **few** (6%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Walk-in applicants
- Employee referrals
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Beauty Shops
- Department Stores

Related **Dictionary of Occupational Titles (DOT) Code:**

332.271-010, 332.271-014, 332.271-018, 333.271-010, 339.371-010

For more information, see COG #58

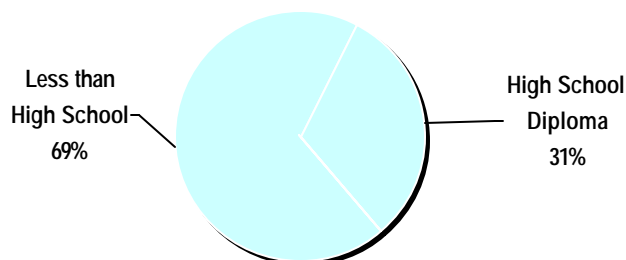
HAND PACKERS AND PACKAGERS

16 Employers Represented

Hand Packers and packagers pack or package by hand a wide variety of products and materials. Does not include workers whose jobs require more than minimum training. OES Code: 989020

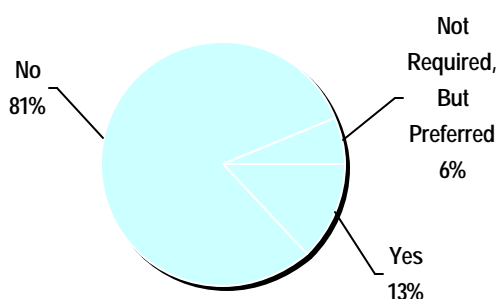
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



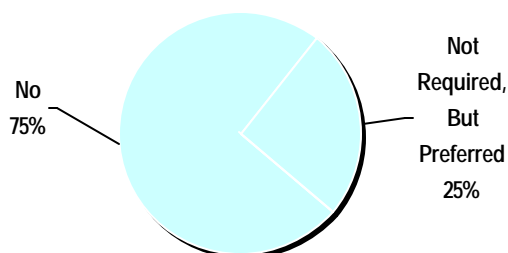
Most (69%) employers report that when hiring, the minimum education required is less than high school.

TRAINING REQUIRED



A **few** (13%) employers report that training is required prior to employment. A **few** (13%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 4 months Packaging, Basic Math, or Computer Keyboard.

PREVIOUS WORK EXPERIENCE REQUIRED



No (0%) employers report that work experience is required.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to stand continuously for 2 or more hours	2.9
Ability to lift at least 10 pounds, repeatedly	2.9
Ability to pass a pre-employment drug test	2.3

Physical

Ability to work as part of a team	3.0
Willingness to work with close supervision	2.8

Basic

Ability to perform routine, repetitive work	2.8
Ability to read and follow instructions	2.8
Organizational skills	2.3

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Time management, good DMV record, knowledge of machine operations, communication, math, writing, stocking, leadership, acceptance of responsibility, good work ethics, and a high school diploma.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Customer service, and an excellent attitude.

COMPUTER SKILLS SOUGHT:

Some (33%) employers seek word processing; **some** (33%) employers seek database, and **some** (33%) employers seek spreadsheet.

Employers report the following software applications are used: Word, Excel, and Access.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- See Training Directory

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$10.00	\$ 6.50
New hires, experienced:	\$ 5.75 - \$10.00	\$ 8.00
Experienced, 3 years with firm:	\$ 8.50 - \$12.00	\$10.55
<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.00 - \$11.32	\$ 7.12
New hires, experienced:	\$ 7.04 - \$11.32	\$ 7.19
Experienced, 3 years with firm:	\$ 7.04 - \$16.50	\$ 7.19

OTHER RELEVANT INFORMATION

Hours Worked

Many (57%) employees worked part-time averaging 27 hours a week, and **many** (43%) worked full-time averaging 40 hours a week.

Unionization

Some (31%) firms, and **some** (35%) employees are union. Employers report affiliations with the following unions: Public Employees' Union Local 1, and United Food and Commercial Workers Union Local 1179.

Gender

Male (64%), Female (36%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	19%	31%
Dental Insurance	19%	31%
Vision Insurance	13%	31%
Life Insurance	13%	31%
Paid Sick Leave	19%	31%
Paid Vacation	38%	31%
Retirement Plan	19%	31%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Most (69%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Driver
- Checker/Cashier
- Machine Operator
- Technician
- Bakery/Meats/Deli Clerk
- Product Wrapper
- Helper
- Sales
- Customer Service
- Stock Clerk
- Supervisor/Manager

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

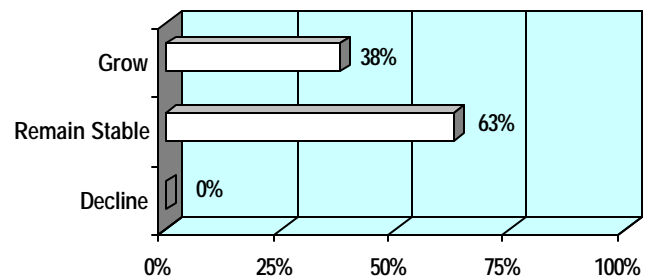
Occupation size: Large
 Projected new jobs: 870
 Openings due to separations: 340
 Projected growth between 1995-2002 is much faster than average, 60.8%.
 (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **not difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (44%) vacancies filled over the last 12 months were due to new positions; **some** (27%) filled were due to employees leaving; a **few** (19%) filled were due to temporary/on-call positions, and a **few** (10%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (63%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **some** (38%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Walk-in applicants
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Food Preparation, N.E.C.
- Trucking and Hauling, Local
- Trucking, Local with Storage
- Nondurable Goods, Wholesale, N.E.C.
- Grocery Stores
- Candy, Nut, and Confectionery Stores
- Gift and Novelty, Souvenir Shops
- Help Supply and Employee Leasing Services
- Business Services, N.E.C.
- Job Training and Vocational Rehabilitation Services
- Local Government

Related **Dictionary of Occupational Titles (DOT) Code:**

637.261-014, 637.261-034, 637.381-010, 862.361-010, 869.281-010

For more information, see COG #225

HAZARDOUS WASTE DISPOSAL SPECIALISTS

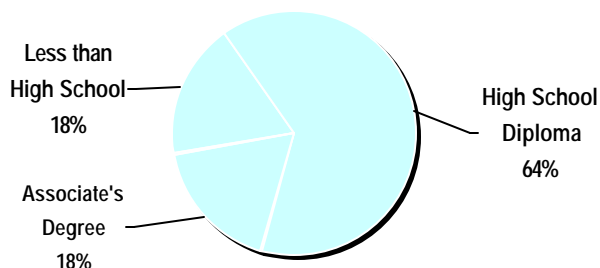
11 Employers Represented

Hazardous Waste Disposal Specialists collect, transport, prepare, and dispose of waste chemicals, fuels, propellants, explosives, and contaminated materials. They respond to emergencies and clean up spills. They perform tasks following local, State, federal and employer regulations.

Non-OES Code: 168267998

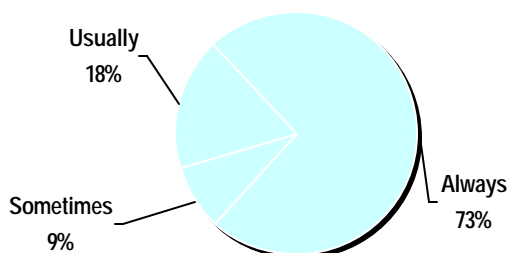
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



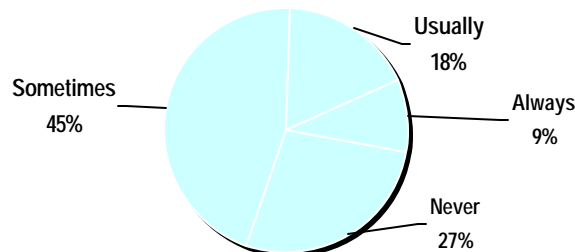
Most (64%) employers report that recent new hires have completed High School or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Most (73%) employers state that training is always accepted as a substitute for experience. **Desired training when acceptable:** Certified Technicians License - Department of Agriculture, or Truck Driver's License.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (45%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 3 to 6 months Abatement - Asbestos Removal, Lead Paint Removal, Hazardous Waste Handler, or Truck Driver.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Understand and apply EPA laws and regulations	1.6
Use technical knowledge to do investigations and inspections	1.4
Technical computer skills	0.3

Physical

Ability to use hands, arms, and fingers	3.0
Ability to lift at least 10 lbs.	3.0
Ability to pass a pre-employment medical exam	2.6
Operate heavy equipment, forklifts and trucks	2.1
Drive in all weather, day and night time, for long hours without stopping	2.1

Basic

Ability to perform routine, repetitive work	2.9
Read and follow instructions	2.1
Understand and follow traffic laws, exactly	1.9
Oral communication skills	1.6
English grammar and spelling skills	1.4
Ability to perform basic mathematical skills	1.3

Personal

Follow strict safety rules	3.0
Work efficiently under hazardous conditions	3.0
Work cooperatively as a team member	2.9
Attention to detail	2.9
Ability to work independently	2.6
Ability to work under pressure	2.5
Problem solving skills	2.4
Handle emergencies such as accidents	2.2
Possess good DMV driving record	2.2
Organizational and time management skills	2.2
Establish facts and draw conclusions based on information gathered	1.9
Deal with frequent road and traffic dangers	1.9
Record keeping skills	1.6

ADDITIONAL QUALIFICATIONS DESIRED:

Reliable, willingness to work, and people person.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Industry specific refresher courses.

COMPUTER SKILLS SOUGHT:

None reported.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Diablo Valley College

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.50 - \$16.82	\$ 9.00
New hires, experienced:	\$ 8.00 - \$19.18	\$10.00
Experienced, 3 years with firm:	\$10.00 - \$23.97	\$15.00

(Out of 11 firms responding, 4 are union.)

"A **few** (9%) firms also pay commission to employees working in this occupation."

HOURS WORKED

Many (48%) employees worked full-time; a **few** (23%) worked temporary/on call; a **few** (15%) worked part-time, and a **few** (15%) worked seasonal.

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	0%
Dental Insurance	86%	0%
Vision Insurance	14%	0%
Life Insurance	0%	0%
Paid Sick Leave	71%	0%
Paid Vacation	100%	0%
Retirement Plan	14%	0%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Sales
- Supervision
- Management

Related **Dictionary of Occupational Titles (DOT) Code:**
955.383-010

For more information, see COG #N/A

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

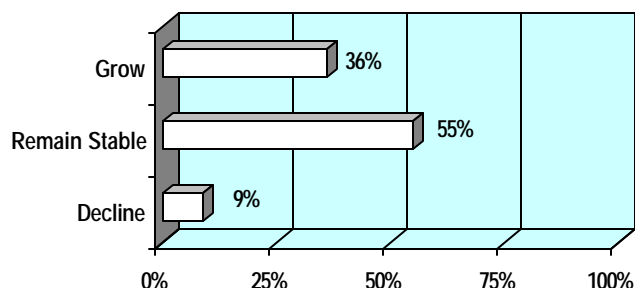
Occupation size: Small
 Projected new jobs: 14
 Openings due to separations: 34
 Projected growth between 1994-2001 is slower than average, 6.1.
 (Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report a **few** (4%) vacancies filled over the last 12 months were due to new positions, and **almost all** (96%) filled were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Many (55%) employers responding expect this occupation's employment to remain stable over the next 3 years; **some** (36%) expect it to grow, and a **few** (9%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Newspaper ads
- Employees' referrals
- Union hall referrals

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Special Trade Contractors, NEC
- Refuse Systems
- Disinfecting and Pest Control Service
- Medical Equipment Rental
- General Medical and Surgical Hospital

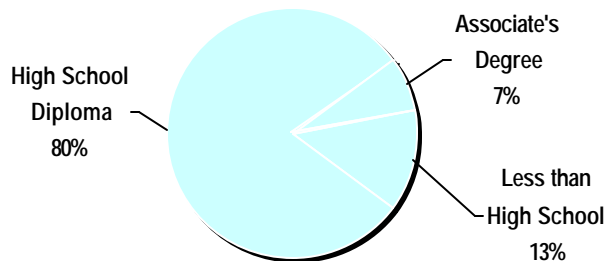
HEATING, AIR CONDITIONING, AND REFRIGERATION MECHANICS AND INSTALLERS

15 Employers Represented

Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems. Does not include workers who do only plumbing and pipefitting work. **OES Code: 859020**

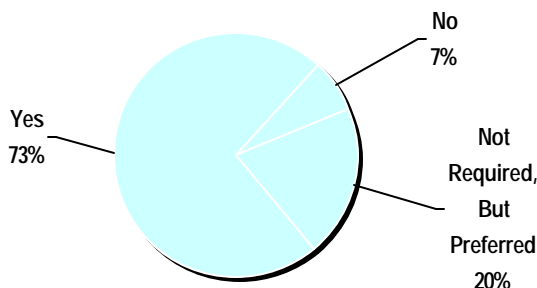
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



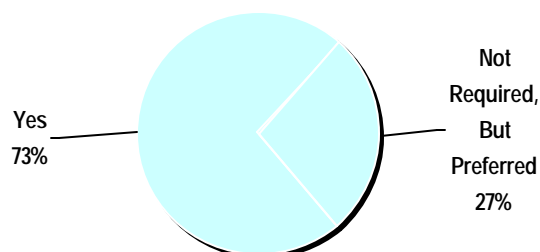
Almost all (80%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



Most (73%) employers report that training is required prior to employment. **Most** (60%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 12 months HVAC Repair and Maintenance Industrial School, Technical Course, Universal CFC Certified, Sheet Metal Apprenticeship, or On-the-Job Building Trades.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (73%) employers report that work experience is required. **Some** (33%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 17 months HVAC, Construction, Sheet Metal Fabricator, Roofer, Technician, or Building Trades.

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Possession of a valid driver's license	3.0
Knowledge of soldering and welding	3.0
Knowledge of electronics	2.8
Computer skills	1.3

Physical

Ability to work in confined spaces	2.5
Ability to lift 100 pounds or more	2.2

Personal

Customer service skills	3.0
Oral communications skills	2.9
Ability to work independently	2.9

Basic

Problem solving skills	3.0
Basic math skills	2.7
Ability to read blueprints	2.3

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Customer service, math, literacy, management training, good attendance, record keeping, preparing reports, troubleshooting, welding, continuing education, knowledge, experience, electrical, refrigeration and HVAC skills, reading blueprints, air balancing, people skills, problem solving, and communication.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Refrigeration, planning, time management, common sense, people skills, new equipment operation, material handling, good customer service, oral communication, and driver's license.

COMPUTER SKILLS SOUGHT:

Some (20%) employers seek word processing; **some** (20%) employers seek database; **some** (20%) employers seek spreadsheet; **some** (20%) employers seek desktop publishing, and a **few** (13%) employers seek other (e.g. CAD, and DOS). Employers report the following software applications are used: Word, Excel, Access, and PowerPoint.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Bay Area Apprentice Coordinators Association
- Diablo Valley College
- University of California, Berkeley-University Extension

Contra Costa County, 1999

HEATING, AIR CONDITIONING, AND REFRIGERATION MECHANICS AND INSTALLERS

157 Jobs Represented

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 9.00 - \$10.00	\$10.00
New hires, experienced:	\$11.00 - \$21.00	\$15.00
Experienced, 3 years with firm:	\$15.00 - \$25.00	\$20.00

<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient Data	
New hires, experienced:	\$ 8.19 - \$30.00	\$18.00
Experienced, 3 years with firm:	\$13.19 - \$36.00	\$25.06

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (97%) employees worked full-time averaging 40 hours a week; a **few** (1%) worked seasonal averaging 40 hours a week; a **few** (1%) worked part-time averaging 20 hours a week, and a **few** (1%) worked temporary/on-call averaging 8 hours a week.

Unionization

Many (40%) firms, and **some** (33%) employees are union. Employers report affiliations with the following unions: Sheet Metal Workers Union 104, Plumbers- Steamfitters-Refrigeration Union Local 342, Public Employees' Union Local 1, Plumbers and Steamfitters Local Union 159, and Laborers International Union of North America AFL-CIO Local 324.

Gender

Male (98%), Female (2%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	47%	0%
Dental Insurance	53%	0%
Vision Insurance	33%	0%
Life Insurance	27%	0%
Paid Sick Leave	40%	0%
Paid Vacation	60%	0%
Retirement Plan	40%	0%
Child Care	0%	0%
Other	13%	0%
(Paid Holidays)		

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Almost all (80%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Field Lead
- Supervisor or Service Supervisor
- Sales
- Manager or Service Manager
- Service Technician or Senior Service Technician

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 - 2002

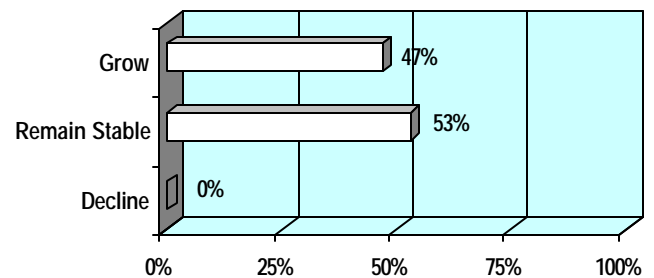
Occupation size: Small
Projected new jobs: 140
Openings due to separations: 70
Projected growth between 1995-2002 is much faster than average, 38.9%.
(Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (40%) vacancies filled over the last 12 months were due to employees leaving; **many** (40%) filled were due to new positions; a **few** (16%) filled were due to promotions, and a **few** (4%) filled were due to temporary/on-call positions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Many (53%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **many** (47%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Walk-in applicants
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Contractors, Plumbing, Heating and Air Conditioning
- Real Estate Agents, Managers and Services
- Air Conditioning and Refrigeration Service and Repair
- Electrical and Electronic Repair Shops, N.E.C.
- Local Government

Related Dictionary of Occupational Titles (DOT) Code:

637.261-014, 637.261-034, 637.381-01, 637.361-010, 869.281-010

For more information, see COG #32

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%,
Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

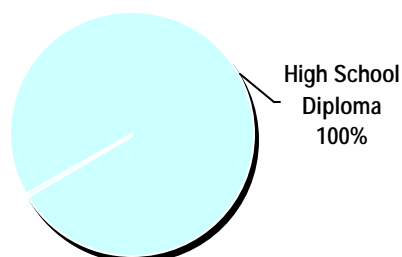
HELPERS – CARPENTERS AND RELATED

15 Employers Represented

Carpenter's Helpers and Related Workers help Carpenters or carpentry related craft workers by performing duties of lesser skill. Their duties include supplying or holding materials or tools and cleaning work area and equipment. Does not include apprentice workers or construction or maintenance laborers who do not primarily assist Carpenters or carpentry related craft workers. **OES Code: 983120**

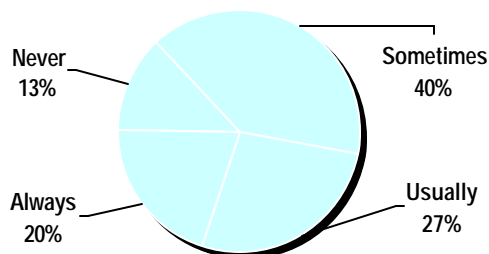
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



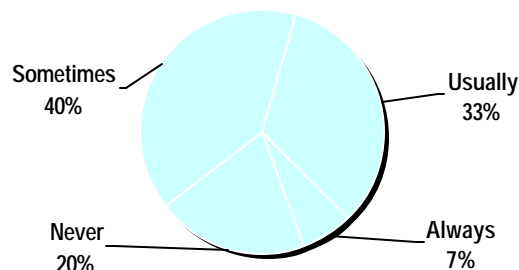
All (100%) employers report that recent new hires have completed High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Many (40%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 12 to 24 months On-the-Job Training, or Carpenter Apprentice.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (40%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 12 to 24 months Helper, Laborer, or Construction Worker.

Key Terms:

All = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%,
Many = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to use and read a tape measure	3.0
Ability to use hand tools	3.0
Ability to work from ladders and scaffolds	2.9

Physical

Ability to perform strenuous, physically demanding work	3.0
Good physical condition	3.0
Ability to use hands, arms, and fingers	3.0
Good eye-hand coordination	2.8
Manual dexterity	2.8
Ability to tolerate noise and dust	2.7
Ability to lift at least 50 pounds repeatedly	2.4

Basic

Ability to implement safe work practices	3.0
Basic math skills	3.0
Ability to read and follow instructions	3.0
Ability to write legibly	3.0
Ability to climb to high places	3.0

Personal

Ability to work as part of a team	3.0
Ability to follow oral instructions	3.0
Ability to work independently	2.9
Willingness to work with close supervision	2.8

ADDITIONAL QUALIFICATIONS DESIRED:

Loyal, dependable, punctual, clean, honest, and polite.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

General labor skills.

COMPUTER SKILLS SOUGHT:

None reported.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Regional Occupational Program

Contra Costa County, 1997

WAGES AND BENEFITS

WAGES

Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$26.00	\$10.00
New hires, experienced:	\$ 8.00 - \$26.00	\$14.00
Experienced, 3 years with firm:	\$10.00 - \$26.00	\$18.50

Non-Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.00 - \$15.00	\$ 8.00
New hires, experienced:	\$10.00 - \$20.00	\$11.00
Experienced, 3 years with firm:	\$13.00 - \$25.00	\$16.00

(Out of 15 firms responding, 10 are union.)

HOURS WORKED

Most (73%) employees worked seasonal, and **some** (27%) worked full-time.

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	0%
Dental Insurance	82%	0%
Vision Insurance	9%	0%
Life Insurance	9%	0%
Paid Sick Leave	64%	0%
Paid Vacation	73%	0%
Retirement Plan	9%	0%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Apprentice
- Finisher Carpenter
- Concrete Carpenter
- Foreman
- Foreman Superintendent

Related Dictionary of Occupational Titles (DOT) Code:
860.381-026

For more information, see COG #169

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

Occupation size: Small to Medium

Projected new jobs: 32

Openings due to separations: 75

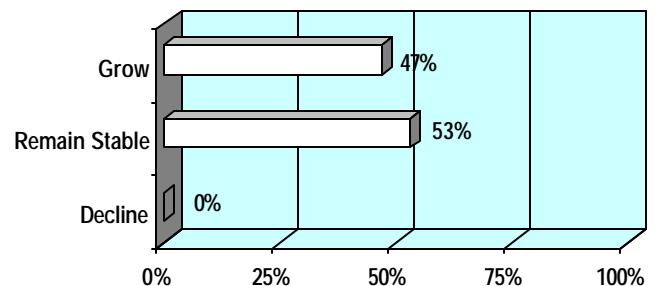
Projected growth between 1994-2001 is slower than average, 7.9%
(Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (47%) vacancies during the last 12 months were due to temporary/on call; **many** (46%) were due to new positions; a **few** (3%) were due to employees leaving, and a **few** (3%) were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Many (53%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **many** (47%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Union hall referrals
- Employees' referrals
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Concrete Work
- Single Family Housing Construction
- Non-Residential Construction (NEC)
- Industrial Buildings and Warehouses

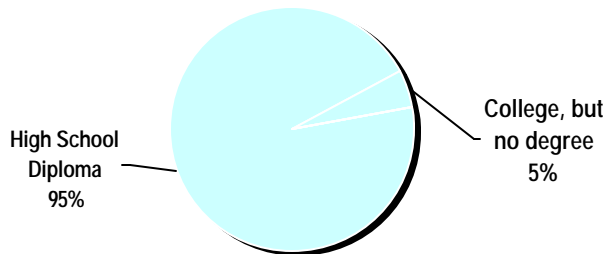
HOME HEALTH AIDES

20 Employers Represented

Home Health Aides care for elderly, convalescent, or handicapped person in home of patient. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications under doctors' orders or direction of nurse. Does not include Nursing Aides and Homemakers. **OES Code: 660110**

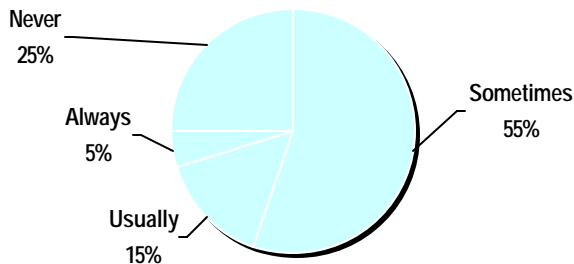
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



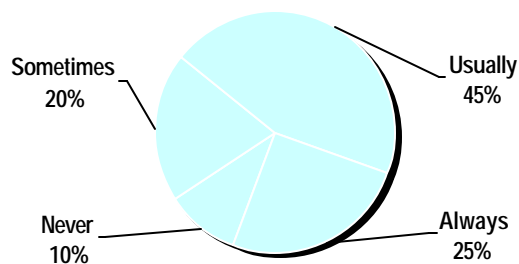
Almost all (95%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Many (55%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 3 to 12 months Home Health Aide, or Nurse Aide Certificate.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (45%) employers report that work experience is usually required. **Desired work experience when acceptable:** 3 to 12 months In-Home Care, Personal Care Attendant, Companion, Nursing Assistant, Home Health Aide, or Working with the elderly.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to read labels and instructions	3.0
Knowledge of emergency procedures	2.9
Problem solving skills	2.6
Knowledge of first aid	2.5
Ability to prepare meals	2.5
Knowledge of asepsis	2.3
Organizational & time management skills	2.3
Ability to take vital signs	2.1
Ability to speak a foreign language	0.6

Physical

Physical strength to lift patients	2.2
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Personal

Ability to interact well with others	3.0
Ability to work independently	2.7
Possession of a valid driver's license and a reliable, insured vehicle	2.5
Willingness to work with close supervision	1.8
Familiarity with a variety of cultures	1.5

Basic

Oral communication skills	2.9
Ability to read and follow written instructions	2.9
Ability to write legibly and effectively	2.7
Ability to perform basic mathematical computations	1.7

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Licensed Vocational Nurse course, Registered Nurse License, hands on experience, demonstrated ability to learn, expressed interest in promotion, computer, telephone, and filing.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Customer service, medical terminology, pharmacology, charting, and case notes.

COMPUTER SKILLS SOUGHT:

A **few** (5%) seek word processing.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Mt. Diablo Adult Education, Loma Vista Center

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.50 - \$13.81	\$ 9.00
New hires, experienced:	\$ 7.00 - \$15.54	\$ 9.25
Experienced, 3 years with firm:	\$ 8.50 - \$18.99	\$10.63

*Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision."

OTHER RELEVANT INFORMATION

Hours Worked

Many (51%) employees worked temporary/on call averaging 19 hours a week; **some** (30%) worked part-time averaging 24 hours a week, and a **few** (19%) worked full-time averaging 40 hours a week.

Unionization

A **few** (15%) firms, and a **few** (3%) employees are union.

Gender

Male (7%), Female (93%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	93%	60%
Dental Insurance	80%	53%
Vision Insurance	60%	40%
Life Insurance	67%	47%
Paid Sick Leave	73%	67%
Paid Vacation	87%	67%
Retirement Plan	67%	47%
Child Care	33%	20%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Full-time Home Health Aide
- Client Care Coordinator
- Recruiter
- Trainer
- Supervisor
- Manager
- Registered Nurse w/licensure

Related **Dictionary of Occupational Titles (DOT) Code:**
354.377-014

For more information, see COG #461, 2002B

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

Occupation size: Medium

Projected new jobs: 90

Openings due to separations: 550

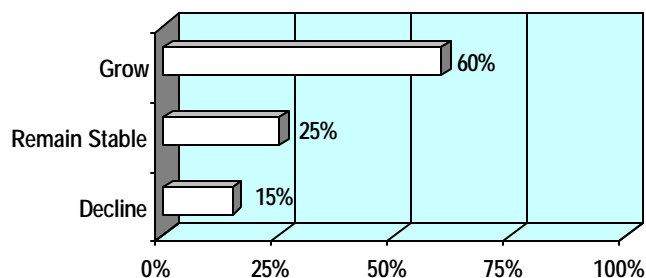
Projected growth between 1995-2002 is much faster than 66.7% (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4 %)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (53%) vacancies filled over the last 12 months were due to temporary/on call; **some** (37%) filled were due to new positions, and a **few** (9%) filled were due to employees leaving.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (60%) employers responding expect this occupation's employment to grow over the next 3 years; **some** (25%) expect it to remain stable, and a **few** (15%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- Hire unsolicited applicants
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Help Supply Services
- Skilled Nursing Care Facilities
- General Medical and Surgical Hospitals
- Home Health Care Services
- Individual and Family Services
- Residential Care

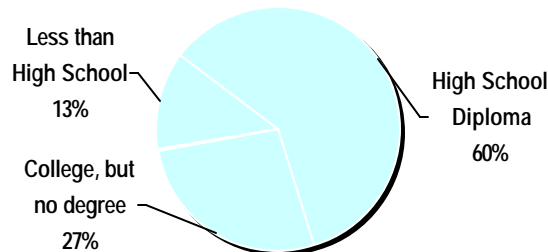
HOSTS, HOSTESSES – RESTAURANT, LOUNGE OR COFFEE SHOP

15 Employers Represented

Hosts and Hostesses – Restaurant, Lounge or Coffee Shop, welcome patrons, seat them at tables or in lounge, and insure quality of facilities and services. OES Code: 650020

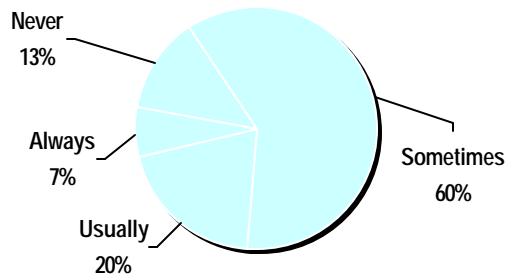
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



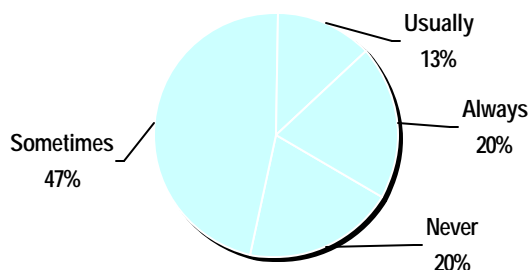
Most (60%) employers report that recent new hires have completed High School or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Most (60%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 6 to 8 months Host, Hostess, Cashier, Waiter, Receptionist, or Bartender.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (47%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 6 to 8 months Host, Hostess, Cashier, Waiter, Receptionist, or Bartender.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Record keeping skills	2.8
Cash handling skills	2.7
Ability to operate a cash register	2.7
Ability to write effectively	1.7
Supervisory skills	1.7
Ability to plan and organize the work of others	1.7

Physical

Good memory skills	3.0
Ability to stand continuously for 2 or more hours	3.0

Basic

Oral communication skills	3.0
Ability to write legibly	3.0
Ability to follow oral instructions	3.0
Basic math skills	2.9
Ability to read and follow instructions	2.9

Personal

Ability to work under pressure	3.0
Public contact skills	3.0
Customer service skills	3.0
Ability to interact well with others	3.0
Good grooming skills	3.0
Ability to deal effectively with difficult individuals	3.0
Ability to work independently	3.0
Willingness to work with close supervision	2.8

ADDITIONAL QUALIFICATIONS DESIRED:

Ability to handle stress effectively.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Point-of-Sale transactions (ATM).

COMPUTER SKILLS SOUGHT:

None reported.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Access USA Computer Training Center
- Antioch Adult School
- Contra Costa College
- Diablo Valley College
- East Bay Institute of Business and Legal Training
- Martinez Adult School, Technical Center
- Mt. Diablo Vocational Service Training
- Regional Occupational Program

Contra Costa County, 1997

HOSTS, HOSTESSES – RESTAURANT, LOUNGE OR COFFEE SHOP

119 Jobs Represented

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	\$ 5.50 - \$10.00	\$ 7.50
New hires, experienced:	\$ 6.00 - \$11.00	\$ 7.50
Experienced, 3 years with firm:	\$ 7.25 - \$12.00	\$10.00

"A **few** (6%) firms also pay commission to employees working in this occupation."

HOURS WORKED

Many (53%) employees worked full-time, and **many** (47%) worked part-time.

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	100%	0%
Dental Insurance	100%	0%
Vision Insurance	7%	0%
Life Insurance	20%	0%
Paid Sick Leave	87%	0%
Paid Vacation	100%	0%
Retirement Plan	7%	0%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Food Server
- Lead Host/Hostess
- Supervision
- Manager-In-Training
- Management

Related **Dictionary of Occupational Titles (DOT) Code:**
310.137-010

For more information, see COG #500

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

Occupation size: Medium

Projected new jobs: 62

Openings due to separations: 105

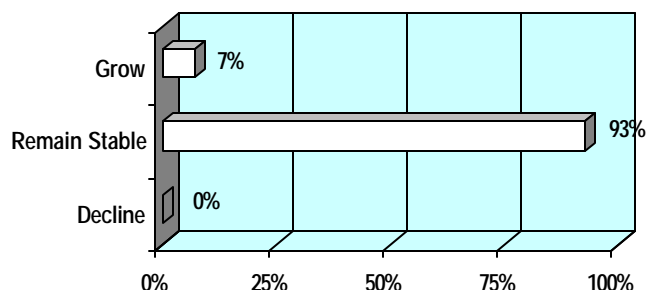
Projected growth between 1994-2001 is faster than average, 13.9%. (Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced applicants, and **some** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **most** (76%) vacancies filled over the last 12 months were due to employees leaving; a **few** (8%) filled were due to promotions, and a **few** (6%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (93%) employers responding expect this occupation's employment to remain stable over the next 3 years, and a **few** (7%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- Newspaper ads
- In-house promotion or transfer

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Eating Places

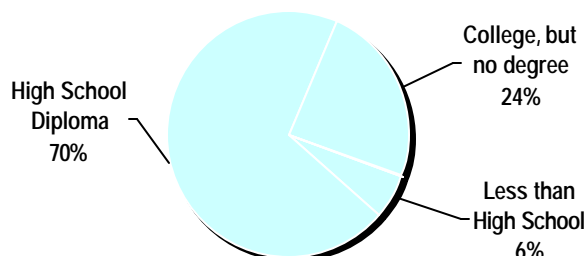
HOTEL DESK CLERKS

17 Employers Represented

Hotel Desk Clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests. **OES Code: 538080**

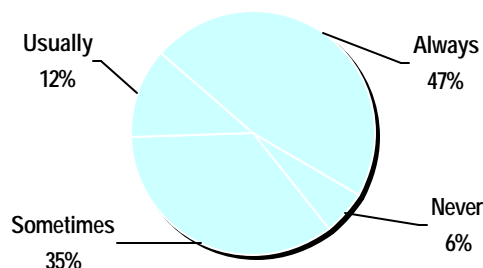
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



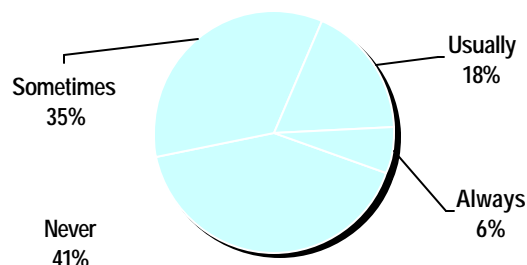
Most (70%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Many (47%) employers state that training is always accepted as a substitute for experience. **Desired training when acceptable:** 3 to 6 months Hotel Front Desk Clerk, Clerical, Computer Multi-Tasking, Customer Service, or On-the-Job Training.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (41%) employers report that work experience is never required. **Desired work experience when acceptable:** 6 to 12 months Hotel Front Desk Clerk, Customer Service, Receptionist, Cashier, or Guest Service w/computer.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Able to operate a computer	2.3
Knowledge of explaining, quoting, and collecting fees	2.3
Ability to explain terms, agreements, policies and procedures	2.3
Knowledge of preparing contracts and taking payments	2.1
Knowledge of booking arrangements for customers	1.9

Physical

Ability to stand for long periods of time	2.2
Able to lift heavy things	1.5

Personal

Ability to be polite and patient with customers, even angry ones	2.9
Energetic	2.6

Basic

Ability to work well with and show empathy towards customers	2.7
Oral communication skills	2.2
Basic math skills	2.1
Sales experience	1.7

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION

Customer service, technical, scheduling, night audit tasks, petty cash reconciliation, accounts receivable, accounts payable, and a willingness to learn.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Computer skills, Windows, and guest-service skills.

COMPUTER SKILLS SOUGHT:

Most (71%) seek other (e.g. Hotel Information System (HIS) software, PBX, and office machines); **many** (57%) seek database, and a **few** (14%) seek word processing.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Mt. Diablo Vocational Services Training

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$16.00	\$ 6.50
New hires, experienced:	\$ 5.75 - \$16.00	\$ 7.37
Experienced, 3 years with firm:	\$ 6.50 - \$17.00	\$ 8.50

*Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision."

OTHER RELEVANT INFORMATION

Hours Worked

Most (75%) employees worked full-time averaging 40 hours a week; **some** (24%) worked part-time averaging 23 hours a week, and a **few** (1%) worked temporary/on call averaging 40 hours a week.

Unionization

A **few** (12%) firms, and **some** (19%) employees are union.

Gender

Male (36%), Female (64%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	86%	14%
Dental Insurance	79%	14%
Vision Insurance	43%	7%
Life Insurance	50%	7%
Paid Sick Leave	71%	29%
Paid Vacation	86%	29%
Retirement Plan	71%	14%
Child Care	7%	7%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Assistant Supervisor
- Front Desk Supervisor
- Management
- Sales

Related Dictionary of Occupational Titles (DOT) Code: 354.377-014

For more information, see COG #70

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

Occupation size: Small
 Projected new jobs: 200
 Openings due to separations: 100
 Projected growth between 1995-2002 is much faster than average, 47.6%.

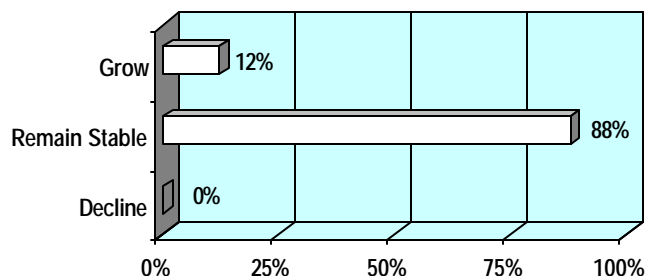
(Average growth between 1995 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (55%) vacancies filled over the last 12 months were due to employees leaving; **some** (23%) filled were due to new positions; a **few** (14%) filled were due to promotions, and a **few** (8%) filled were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (88%) employers responding expect this occupation's employment to remain stable over the next 3 years, and a **few** (12%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top five resources:

- Employees' referrals
- Hire unsolicited applicants
- In-house promotion or transfer
- Newspaper ads
- Other: employee leasing

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Hotels and Motels

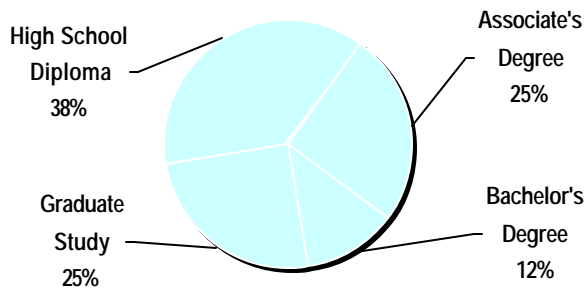
HUMAN SERVICE WORKERS

16 Employers Represented

Human Service Workers assist Social Group Workers and Caseworkers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide families and clients where the nature of the problem, or relationships involved, is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services. Does not include Residential Counselors and Psychiatric Technicians. **OES Code: 273080**

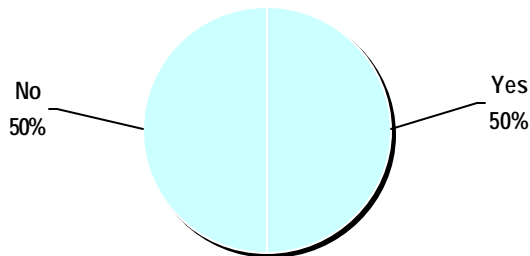
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



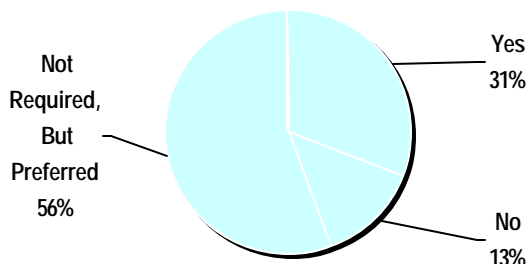
Some (38%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



Many (50%) employers report that training is required prior to employment. **Some** (29%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 27 months Social Services, Counseling or Human Services Degree, Child Development Permit, or working with the Developmentally Disabled Population.

PREVIOUS WORK EXPERIENCE REQUIRED



Some (31%) employers report that work experience is required. **Many** (50%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 14 months Counseling, Human Services Program Management, Residential Services, Health Related Field, or Child Care.

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Knowledge of using various software programs 1.8

Physical

Ability to pass a pre-employment medical exam 2.2

Personal

Ability to get along well with others 2.8

Attention to detail 2.8

Work under pressure 2.6

Trained in diversity 2.3

Organizational and time management skills 2.3

Trained in CPR and first aid techniques 1.2

Basic

Verbal communication skills 2.8

Ability to handle confidential matters 2.8

Writing skills 2.7

Ability to work independently 2.6

Ability to handle crisis situations 2.5

English grammar and spelling skills 2.5

Supervisory skills 1.3

SKILLS NEEDED FOR CAREER ADVANCEMENT:

On-the-Job training, management, clinical, education and experience, behavior management, increased case-load, people skills, computer, clerical, experience in all departments, graduate degree, supervision, and analytical skills.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Clinical, Interpersonal, communication, problem solving, telephone skills, writing, research, and analysis.

COMPUTER SKILLS SOUGHT:

Most (63%) employers seek word processing; a **few** (19%) employers seek database; a **few** (19%) employers seek spreadsheet; a **few** (6%) employers seek desktop publishing, and a **few** (11%) employers seek other (e.g. Ceridian, and Lotus Notes). Employers report the following software applications are used: Word, WordPerfect, Excel, and Access.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Chapman University Academic Center
- Diablo Valley College
- Frederick W. Taylor University
- John F. Kennedy University
- Los Medanos College

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.05 - \$12.97	\$ 8.35
New hires, experienced:	\$ 6.10 - \$14.38	\$ 9.30
Experienced, 3 years with firm:	\$ 7.00 - \$16.50	\$11.62

Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient Data	
New hires, experienced:	\$14.75 - \$24.93	\$19.55
Experienced, 3 years with firm:	\$16.89 - \$30.68	\$22.89

A **few** (6%) employers also pay bonuses to employees working in this occupation.

OTHER RELEVANT INFORMATION

Hours Worked

Most (78%) employees worked full-time averaging 40 hours a week; **some** (21%) worked part-time averaging 24 hours a week, and a **few** (1%) worked temporary/on-call averaging 14 hours a week.

Unionization

Some (25%) firms, and **most** (63%) employees are union. Employers report affiliations with the following unions: Health Care Workers Union Local 250 SEIU.

Gender

Male (19%), Female (81%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	50%	13%
Dental Insurance	56%	19%
Vision Insurance	50%	19%
Life Insurance	31%	6%
Paid Sick Leave	81%	31%
Paid Vacation	75%	31%
Retirement Plan	19%	13%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Almost all (81%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Director
- Clinician
- Case Manager
- Supervisor
- Lead Staff
- Apprentice
- Medical Assistant
- Social Worker

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 - 2002

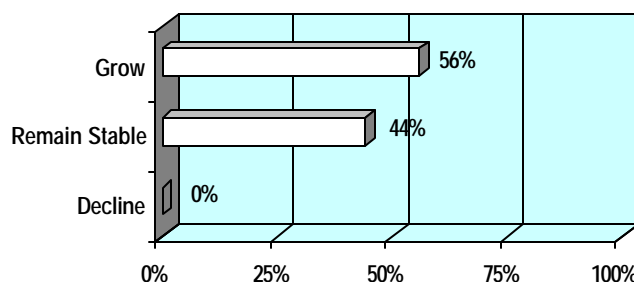
Occupation size: Small
 Projected new jobs: 150
 Openings due to separations: 80
 Projected growth between 1995-2002 is much faster than average, 38.5%.
 (Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **most** (60%) vacancies filled over the last 12 months were due to employees leaving; **some** (29%) filled were due to new positions, and a **few** (11%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Many (56%) employers responding expect this occupation's employment to grow over the next 2 years, and **many** (44%) expect it to remain stable.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- Employee referrals
- In-house promotion or transfer

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Nursing Care Facilities, Skilled
- Hospitals, General Medical and Surgical
- Social services, Individual and Family
- Job Training and Vocational Rehabilitation Services
- Residential Care
- Social Services, N.E.C.
- Local Government

Related Dictionary of Occupational Titles (DOT) Code:

195.367-010, 195.367-014, 195.367-022, 195.367-034

For more information, see COG #135

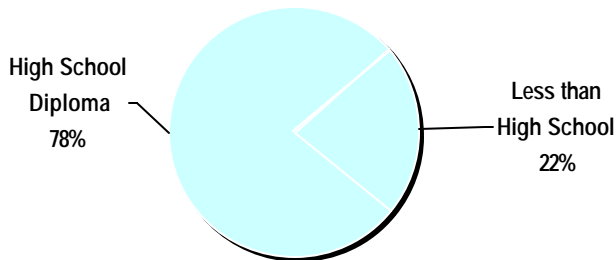
INDUSTRIAL TRUCK AND TRACTOR OPERATORS

18 Employers Represented

Industrial Truck and Tractor Operators operate gasoline or electric powered industrial trucks or tractors equipped with forklift, elevated platform, or trailer hitch to move materials within an establishment, warehouse, storage yard, factory, or at a construction site. Does not include Logging Tractor Operators. OES Code: 979470

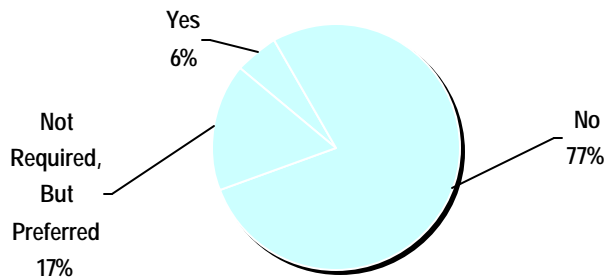
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



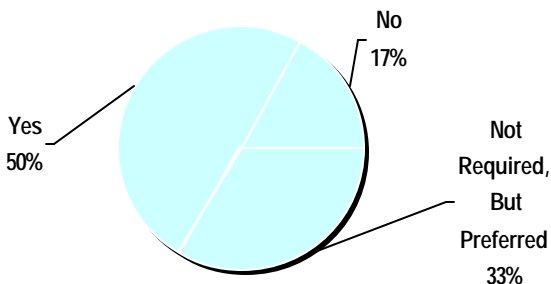
Most (78%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



A **few** (6%) employers report that training is required prior to employment. **Some** (27%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 5 months Driving, Truck Driver's School, Driver's Training, or a Class A License.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (50%) employers report that work experience is required. **Some** (38%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 7 months Warehouse Work, Shipping/Receiving/Production Environment, or Big Rig Driving Experience.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Accurate product knowledge	1.8
Ability to weigh or measure stock and materials	1.7
Possession of forklift driver's certificate	1.1

Physical

Ability to pass a pre-employment medical exam	3.0
Ability to lift at least 50 pounds	2.6
Ability to work outdoors in all weather conditions	2.2
Ability to tolerate noise	1.9

Personal

Ability to interact well with others	2.7
Ability to work independently	2.5

Basic

Ability to follow oral instructions	3.0
Ability to read and follow instructions	3.0
Ability to write legibly	2.5
Good memory	2.0

SKILLS NEEDED FOR CAREER ADVANCEMENT:

People management, additional school, leadership, dependability, attention to detail, dealing with the public, organization, effective communication, reading, math, troubleshooting, hands-on training, interpersonal, job knowledge, learning products, on-the-job training, performance, and computer skills.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Forklift operation, reading, writing, arithmetic, production experience, material management, mechanical ability, accuracy, safety attention to detail, and experience tying-down loads.

COMPUTER SKILLS SOUGHT:

A **few** (6%) employers seek word processing; a **few** (6%) employers seek database; a **few** (11%) employers seek spreadsheet, and a **few** (6%) employers seek other (e.g. Manufacturing Software). Employers report the following software applications are used: Word, Excel, and Access.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS .:

- American Truck School

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.00 - \$12.00	\$ 9.53
New hires, experienced:	\$ 7.00 - \$13.00	\$ 9.75
Experienced, 3 years with firm:	\$ 8.00 - \$15.00	\$12.00

<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$14.61 - \$19.23	\$15.39
New hires, experienced:	\$15.39 - \$19.23	\$19.18
Experienced, 3 years with firm:	\$18.39 - \$23.97	\$22.40

A **few** (11%) employers also pay bonuses to employees working in this occupation.

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (98%) employees worked full-time averaging 41 hours a week, and a **few** (2%) worked part-time averaging 23 hours a week.

Unionization

Some (28%) firms, and **many** (47%) employees are union. Employers report affiliations with the following unions: Public Employees' Union Local 1, and Teamsters Union Local 315.

Gender

Male (93%), Female (7%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	56%	0%
Dental Insurance	44%	0%
Vision Insurance	39%	0%
Life Insurance	39%	0%
Paid Sick Leave	67%	0%
Paid Vacation	83%	6%
Retirement Plan	56%	0%
Child Care	0%	0%
Other	6%	0%
(Legal Services, and Tuition Reimbursement)		
percentage of employers offering employer-paid benefits		

PROMOTIONAL OPPORTUNITIES

Most (72%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Supervisor
- Manager
- Lead
- Production Operator
- Lead Material Technician
- Assistant Equipment Operator
- Paint-line Operator
- Shipper
- Research and Development

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

Occupation size: Medium

Projected new jobs: 120

Openings due to separations: 140

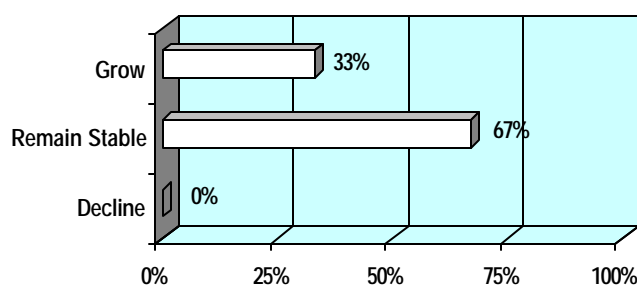
Projected growth between 1995-2002 is slower than average, 13.8%. (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and qualified applicants, and it is **not difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **many** (42%) vacancies filled over the last 12 months were due to new positions; **some** (32%) filled were due to employees leaving, and **some** (26%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (67%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **some** (33%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- Walk-in applicants
- Employee referrals

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Adhesives and Sealants
- Metal Plating, Electroplating, Polishing and Anodizing
- Trucking and Hauling, Local
- Air Courier Services
- Motor Vehicle Parts and Supplies, Wholesale
- Lumber, Plywood, Millwork and Wood Panels, Wholesale
- Medical, Dental and Hospital Equipment, Wholesale
- Frozen Foods, Packaged, Wholesale
- Department Stores
- Family Clothing Stores
- Miscellaneous Retail Stores
- Local Government

Related **Dictionary of Occupational Titles (DOT) Code:**

519.663-014, 519.683-014, 569.683-010, 921.683-042, 921.683-050

For more information, see COG #190

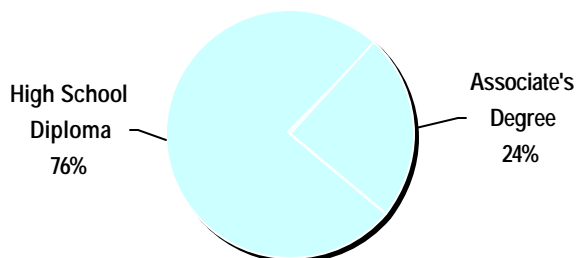
INSTRUCTIONAL AIDES

17 Employers Represented

Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, arts and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils. **OES Code: 315211**

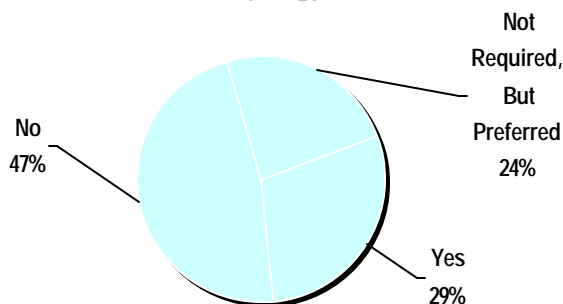
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



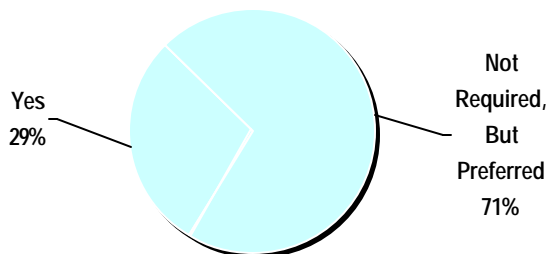
Most (76%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



Some (29%) employers report that training is required prior to employment. **Most** (71%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 5 months On-the-Job training, Childcare, Supervision, Early Childhood Education (ECE) Units, Clerical, or Discipline Specific training.

PREVIOUS WORK EXPERIENCE REQUIRED



Some (29%) employers report that work experience is required. **Many** (40%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 10 months Teacher Aide, Educational Tutoring, Working with Children, Social Services, or Office/Technical.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Computer skills	0.9
Knowledge of spreadsheet, database, desktop publishing software	0.6

Physical

Ability to lift at least 10 pounds	2.8
Stand continuously for 2 or more hours	2.6
Pass a pre-employment medical exam	1.4

Personal

Ability to handle crises situations	2.5
Multicultural familiarity	1.8

Basic

Ability to work independently	2.9
Verbal communication skills	2.6
English grammar and spelling skills	2.4
Basic math skills	2.3
Ability to perform routine, repetitive work	2.1

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Further education, completion of additional ECE units, planning, implementing, curriculum development, completion of a credential program, pass the California Basic Educational Skills Test (CBEST), bilingual skills, computer skills, people skills, writing, management, communication, and competence in vocational training.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Tutoring, literacy training, human resources, professional growth, love of children, and craft-making.

COMPUTER SKILLS SOUGHT:

Many (53%) employers seek word processing; **many** (41%) employers seek database; **some** (29%) employers seek spreadsheet, and a **few** (18%) employers seek desktop publishing. Employers report the following software applications are used: Word, WordPerfect, Excel, Access, and PowerPoint.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- California State University, Hayward
- Chapman University Academic Center
- Contra Costa College
- Contra Costa County Regional Occupational Program
- Diablo Valley College
- Los Medanos College

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$ 9.00	\$ 8.00
New hires, experienced:	\$ 6.25 - \$10.50	\$ 9.00
Experienced, 3 years with firm:	\$ 7.50 - \$12.00	\$ 9.75
<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.16 - \$14.06	\$12.59
New hires, experienced:	\$ 7.39 - \$15.42	\$13.89
Experienced, 3 years with firm:	\$ 8.50 - \$16.11	\$15.32

OTHER RELEVANT INFORMATION

Hours Worked

Many (49%) employees worked full-time averaging 33-40 hours a week; **some** (27%) worked temporary/on-call averaging 20 hours a week; **some** (20%) worked part-time averaging 16 hours a week, and a **few** (4%) worked seasonal averaging 29 hours a week.

Unionization

Many (59%) firms, and **most** (66%) employees are union.

Employers report affiliations with the following unions:

Public Employees' Union Local 1, and California School Employees Association.

Gender

Male (15%), Female (85%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	41%	12%
Dental Insurance	41%	12%
Vision Insurance	29%	12%
Life Insurance	12%	6%
Paid Sick Leave	59%	47%
Paid Vacation	47%	35%
Retirement Plan	12%	6%
Child Care	6%	6%
Other	0%	0%
percentage of employers offering employer-paid benefits		

PROMOTIONAL OPPORTUNITIES

Most (65%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Teacher (upon certification)
- Head Teacher
- Instructor
- Job Coach
- Team Leader
- Site Supervisor
- Coordinator
- Director

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

Occupation size: Very Large

Projected new jobs: 320

Openings due to separations: 280

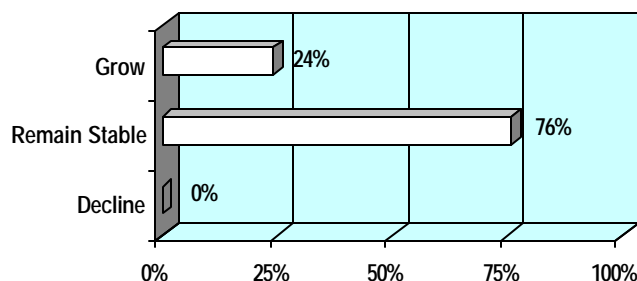
Projected growth between 1995-2002 is slower than average, 11.1%. (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (42%) vacancies filled over the last 12 months were due to employees leaving; **some** (26%) filled were due to new positions; **some** (20%) filled were due to promotions, and a **few** (12%) filled were due to temporary/on-call positions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (76%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **some** (24%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- Employee referrals
- In-house promotion or transfer

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Schools, Elementary and Secondary
- Colleges, Community and Technical Institutes
- Job Training and Vocational Rehabilitation Services
- Child Day Care Services
- Religious Organizations

Related **Dictionary of Occupational Titles (DOT) Code:**

219.467-010, 249.367-086, 249.367-074

For more information, see COG #502

INTERNET WEB SITE DESIGNERS/DEVELOPERS

(WEBMASTERS)

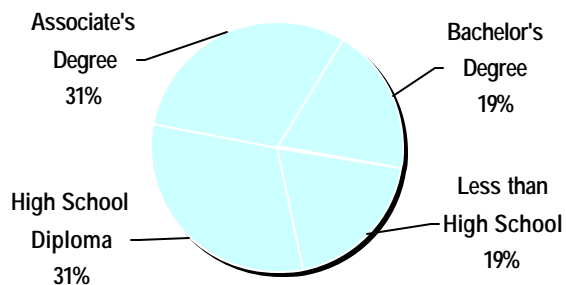
16 Employers Represented

Internet Web Site Designers/Developers (Webmasters) are responsible for managing the content of an organization's Internet web site. Usually using specialized software, they create, design and maintain web pages to communicate an organization's message to Internet users.

Non OES Code: 031064999

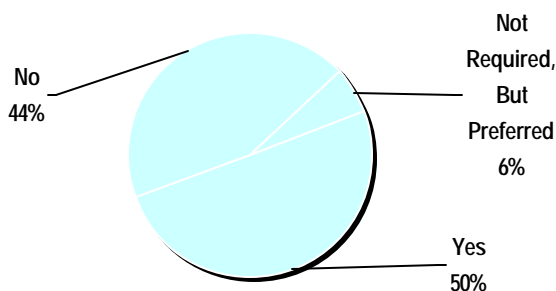
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



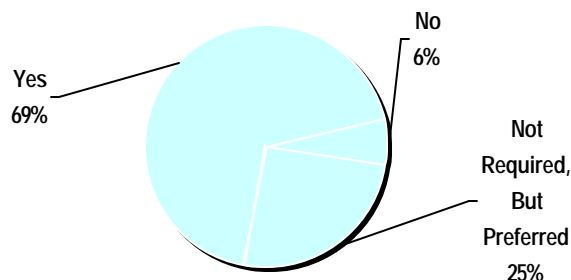
Some (31%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



Many (50%) employers report that training is required prior to employment. **Many** (40%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 12 months HTML, Web Design Classes, Computer Classes, or Bachelor's Degree.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (69%) employers report that work experience is required. **Most** (77%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 16 months Graphic Designer, Software Engineer (Entry level), Web Development, Networking, Programming, Computer Related, or Technical Systems Analyst.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Knowledge of Windows and Macintosh platforms	2.6
Knowledge of Photoshop, Adobe Illustrator, UNIX and C/C++	2.6
Knowledge of Java, PERL and VRML programming	2.4

Personal

Ability to work independently	3.0
Ability to work under pressure and meet deadlines	2.9
Creativity	2.8
Oral communication skills	2.5

Basic

Website design and editing skills	3.0
Knowledge of download time, bandwidth and Internet browsers	2.8
Knowledge of Internet protocols	2.1
Customer service skills	2.1

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Java, marketing, extensive Internet knowledge, creativity, self-starter, people skills, enthusiasm, reliability, and ability to work with little or no supervision.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Network design peripherals, art background, Adobe, Photo Shop, Common Gateway Interface (CGI) Scripting, TCP/IP Protocols, HTML proficiency, and complex computer program language.

COMPUTER SKILLS SOUGHT:

Many (56%) employers seek word processing; **most** (69%) employers seek database; **many** (56%) employers seek spreadsheet; **almost all** (81%) employers seek desktop publishing, and **almost all** (94%) employers seek other (e.g. Front Page, SQL Server, Web Design, Adobe, Corel Web Designer, CGI Scripting, HTML, JAVA, Cyber Studio).

Employers report the following software applications are used: Word, WordPerfect, Excel, Access, Photoshop, and Page Maker.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- See Training Directory

Contra Costa County, 1999

INTERNET WEB SITE DESIGNERS/DEVELOPERS (WEB MASTERS)

51 Jobs Represented

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.50 - \$25.00	\$15.82
New hires, experienced:	\$11.00 - \$50.00	\$26.89
Experienced, 3 years with firm:	\$13.06 - \$70.00	\$32.87

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (94%) employees worked full-time averaging 40 hours a week, and a **few** (6%) worked part-time averaging 22 hours a week.

Unionization

No (0%) firms, and **no** (0%) employees are union.

Gender

Male (75%), Female (25%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	50%	0%
Dental Insurance	50%	0%
Vision Insurance	44%	0%
Life Insurance	56%	0%
Paid Sick Leave	69%	0%
Paid Vacation	75%	0%
Retirement Plan	44%	0%
Child Care	0%	0%
Other	6%	0%
(Free Internet Account)		
percentage of employers offering employer-paid benefits		

PROMOTIONAL OPPORTUNITIES

Many (50%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- User-Interface Designer
- Application Developer
- Internet Business Director
- Manager
- Network Technician II
- Lead Project Supervisor or Manager
- Production Manager
- Senior Web Designer

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

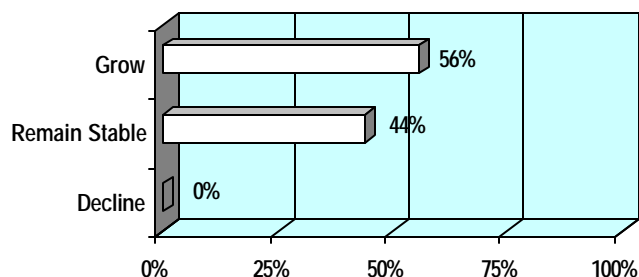
Occupation size: Data Not Available
 Projected new jobs: Data Not Available
 Openings due to separations: Data Not Available
 Projected growth between 1995-2002, remain stable.
 (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **most** (75%) vacancies filled over the last 12 months were due to new positions; a **few** (10%) filled were due to temporary/on-call positions; a **few** (10%) filled were due to promotions, and a **few** (5%) filled were due to employees leaving.

EMPLOYMENT OVER THE NEXT 2 YEARS



Many (56%) employers responding expect this occupation's employment to grow over the next 2 years, and **many** (44%) expect it to remain stable.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Internet
- Employees Referrals
- Newspaper Ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Software Development, Custom
- Computerized Information Retrieval Service
- Business Services, N.E.C.
- Colleges, Universities and Professional Schools
- Local Government

Related Dictionary of Occupational Titles (DOT) Code:
N/A

For more information, see COG #N/A

LABORERS, LANDSCAPING AND GROUNDSKEEPING

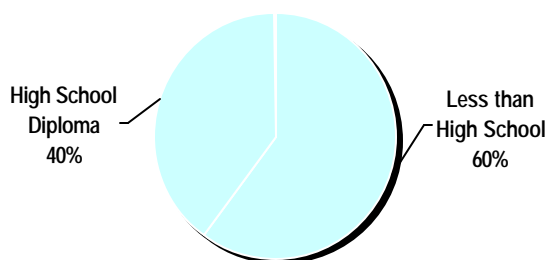
15 Employers Represented

Landscaping and Groundskeeping Laborers landscape and/or maintain grounds of property using hand or power tools or equipment. May work in nursery facility or at customer location. Workers typically perform a variety of tasks, which may include any combination of the following: sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, and sprinkler installation. Workers may help brick and stone masons.

OES Code: 790410

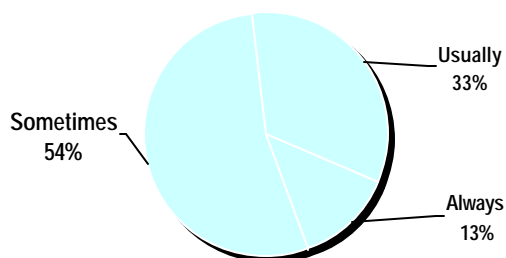
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



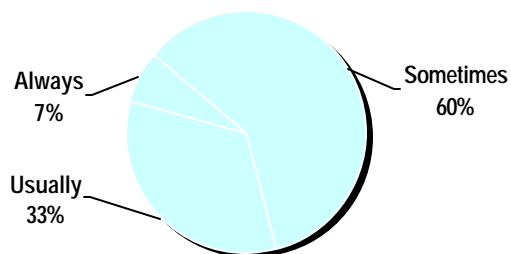
Most (60%) employers report that recent new hires have completed less than High School.

TRAINING SUBSTITUTING EXPERIENCE



Many (54%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 3 to 12 months Landscaping, Warehouseman, Laborer, Tree Trimmer, Construction Helper, or Gardening Basics.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (60%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 6 to 12 months General Labor, Gardener, Irrigator, Equipment Operator, Foreman, Troubleshooter, or Line Cleaner.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Knowledge of how to properly use tools and equipment	2.6
Knowledge of proper landscaping and grounds maintenance techniques	2.2
Knowledge of pests and diseases	1.8
Modern methods of planting and plant propagation	1.8
Knowledge of irrigation systems and electronic controllers	1.6

Physical

Ability to lift at least 10 pounds	2.8
Ability to perform strenuous work	2.8

Personal

Ability to work independently	2.3
Ability to perform repetitive work	2.3

Basic

Attention to detail	2.5
Ability to read and write	2.0

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Leadership, performance, field communication, equipment operation, ability to read and understand plans, carpentry, plumbing, decision making, ability to handle multiple tasks, Class B Commercial Driver's License, Arborists Certification, knowledge of rigging and roping, awareness of job hazards, supervisory ability, and general warehouse operations.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Forklift, bobcat, carpentry, and plumbing.

COMPUTER SKILLS SOUGHT:

A **few** (7%) seek database.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Diablo Valley College
- Regional Occupational Program of Contra Costa County
- Rubicon Programs, Inc.

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

Non-Union	Range	Median
New hires, no experience:	\$ 5.75 - \$10.00	\$ 6.63
New hires, experienced:	\$ 5.75 - \$12.00	\$ 8.00
Experienced, 3 years with firm:	\$ 5.75 - \$16.00	\$10.00
Union	Range	Median
New hires, no experience:	\$ 6.50 - \$11.85	\$10.29
New hires, experienced:	\$ 6.50 - \$20.81	\$11.70
Experienced, 3 years with firm:	\$12.69 - \$20.81	\$14.35

*Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision."

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (88%) employees worked full-time averaging 40 hours a week; a **few** (7%) worked seasonal averaging 33 hours a week; a **few** (4%) worked part-time averaging 20 hours a week, and a **few** (2%) worked temporary/on call averaging 18 hours a week.

Unionization

Some (20%) firms, and **some** (39%) employees are union.

Gender

Male (95%), Female (5%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	83%	0%
Dental Insurance	50%	0%
Vision Insurance	25%	0%
Life Insurance	33%	0%
Paid Sick Leave	17%	0%
Paid Vacation	75%	0%
Retirement Plan	50%	0%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Landscape Superintendent
- Foreman/Supervisor

Related **Dictionary of Occupational Titles (DOT) Code:**
406.684-018, 408.161-010, 408.684-010, 408.684-018

For more information, see COG #320

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

Occupation size: Very Large

Projected new jobs: 1010

Openings due to separations: 0

Projected growth between 1995-2002 is much faster than average, 42.1%.

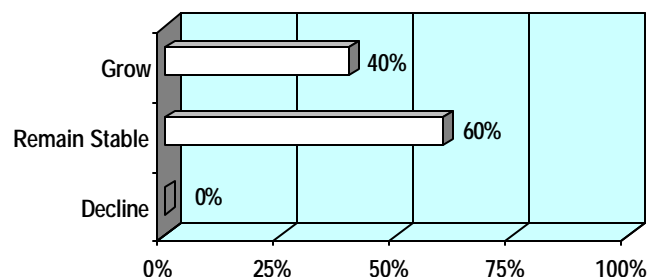
(Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced applicants and **little** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **many** (41%) vacancies filled over the last 12 months were due to employees leaving; **some** (32%) filled were due to new positions; a **few** (18%) filled were due to promotions, and a **few** (18%) filled were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (60%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **many** (40%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- In-house promotion or transfer
- Hire unsolicited applicants

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Lawn and Garden Services
- Ornamental Shrub and Tree Services
- Single Family Housing Construction
- Flowers and Florists Supplies
- Retail Nurseries and Garden Stores
- Residential Building Operators
- Membership Sports and Recreation Club

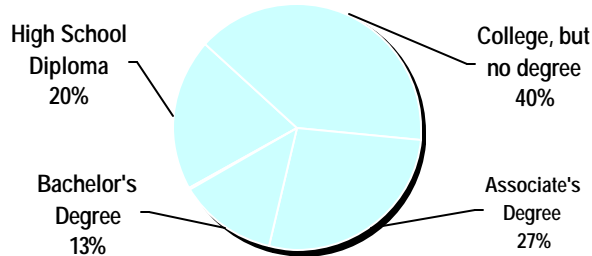
LICENSED VOCATIONAL NURSES

15 Employers Represented

Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums, and similar institutions. OES Code: 325050

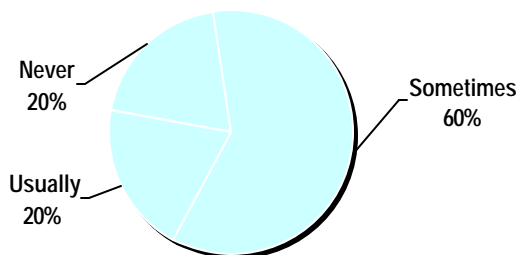
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



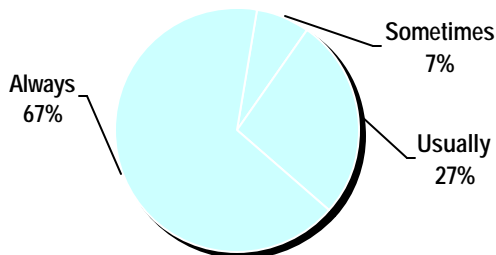
Many (40%) employers report that recent new hires have completed some college, but no degree.

TRAINING SUBSTITUTING EXPERIENCE



Most (60%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** Licensed Vocational Nurse License - State of California.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (67%) employers report that work experience is always required. **Desired work experience when acceptable:** 12 to 24 months Management, Home Care Attendant, Medical Assistant, Acute Care Nurse, Clinical Nurse, Hospital Nurse, Office Nurse.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to handle crisis situations	3.0
Trained in CPR and first aid techniques	2.8
Problem solving skills	2.7
Organizational and time management skills	2.5
Record keeping skills	2.4

Physical

Ability to stand continuously for 2 or more hours	2.9
Ability to lift at least 10 pounds	2.9
Ability to pass a pre-employment medical exam	2.6

Basic

Verbal communication skills	3.0
Ability to work as part of a team	3.0
Ability to work independently	2.5
Ability to perform basic mathematical calculations	2.4
Writing skills	2.1
English grammar and spelling skills	1.9

Personal

Attention to detail	3.0
Multi-cultural familiarity	2.6

ADDITIONAL QUALIFICATIONS DESIRED:

Willingness to work, punctual, flexible, honest, caring, positive outlook, and customer service focused.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Personal computer operations, windows, using new operating room equipment, intravenous injection administration, feeding and cleaning patients, and respiration fit testing.

COMPUTER SKILLS SOUGHT:

All (100%) seek database, and **many** (50%) seek word processing.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Los Medanos College
- Pittsburg Adult Education Center

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 9.00 - \$16.00	\$11.79
New hires, experienced:	\$ 9.00 - \$17.00	\$15.00
Experienced, 3 years with firm:	\$10.00 - \$22.00	\$17.00

Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$15.00 - \$16.93	\$15.31
New hires, experienced:	\$15.13 - \$18.73	\$16.57
Experienced, 3 years with firm:	\$17.86 - \$20.53	\$18.66

(Out of 15 firms responding, 4 are union.)

HOURS WORKED

Many (55%) employees worked full-time; **many** (40%) worked part-time, and a **few** (5%) worked temporary/on call.

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	92%	31%
Dental Insurance	54%	23%
Vision Insurance	23%	15%
Life Insurance	23%	8%
Paid Sick Leave	85%	38%
Paid Vacation	85%	38%
Retirement Plan	46%	8%
Child Care	8%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Supervision
- Management
- Floor Nurse
- Circulating Nurse
- Registered Nurse w/appropriate licensure

Related **Dictionary of Occupational Titles (DOT) Code:**
079.374-014

For more information, see COG #313

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 - 2001

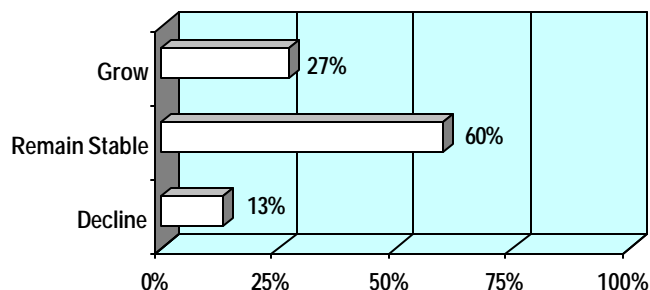
Occupation size: Large
 Projected new jobs: 112
 Openings due to separations: 164
 Projected growth between 1994-2001 is slower than average, 9.2%.
 (Average growth between 1994 - 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (46%) vacancies filled over the last 12 months were due to promotions; **some** (25%) filled were due to new positions; **some** (24%) filled were due to employees leaving, and a **few** (5%) filled were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (60%) employers responding expect this occupation's employment to remain stable over the next 3 years; **some** (27%) expect it to grow, and a **few** (13%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top four resources:

- Newspaper ads
- Employees' referrals
- Private employment agencies
- In-house promotion or transfer

MAJOR EMPLOYING INDUSTRIES (In survey area)

- General Medical and Surgical Hospitals
- Skilled Nursing Care Facilities
- Help Supply Services
- Offices and Clinics of Medical Doctors
- Employment Agencies

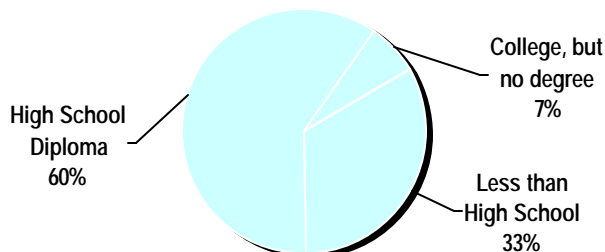
MAIDS AND HOUSEKEEPING CLEANERS

15 Employers Represented

Maids and Housekeeping Cleaners perform any combination of tasks to maintain rooms in commercial establishments, such as hotels, restaurants and hospitals, in a clean and orderly condition. Their duties include making beds, replenishing linens, cleaning rooms and halls, and arranging furniture. **OES Code: 670020**

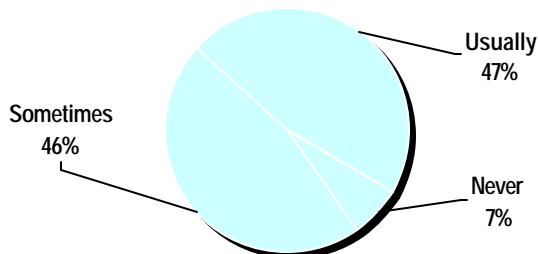
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



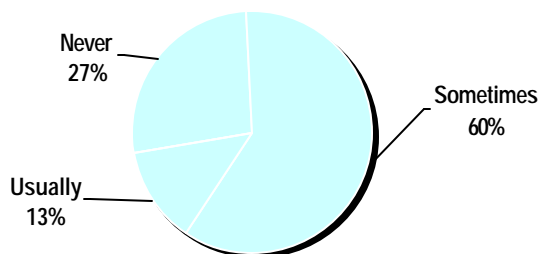
Most (60%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Many (47%) employers state that training is usually accepted as a substitute for experience. **Desired training when acceptable:** 3 to 6 months Maid, Housekeeping, or Health Care Maintenance.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (60%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 6 months Housekeeping, Maid, Janitor, Floor Person, Laundry Aide, Maintenance Supervisor, or Certified Nurse Assistant.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to operate commercial vacuum cleaners	2.5
Understanding of cleaning compounds and solutions	2.3
Knowledge of sanitary a work environment	2.4
Knowledge of hazardous materials	2.2
Ability to operate commercial laundry machines	1.7

Physical

Ability to stand for prolonged periods	2.7
--	-----

Personal

Ability to follow oral instructions	3.0
Ability to interact well with others	2.8
Ability to work as part of a team	2.8
Ability to work rapidly	2.6
Ability to work independently	2.6
Willingness to work nights, weekends and holidays	2.4
Ability to understand and converse in English	2.2
Willingness to work part-time or on-call	1.9
Willingness to work with close supervision	1.8
Possession of a reliable vehicle	0.7

Basic

Ability to read and follow instructions	2.0
Ability to write legibly	1.3

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Management experience, scheduling, leadership qualities, purchasing, organizational skills, write legibly, driver's license, being a supportive team player, customer service, sales, maintenance, computer skills, strong English language, and on-the-job experience.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Reading, understand cleaning chemicals, and computer skills.

COMPUTER SKILLS SOUGHT:

Many (50%) seek word processing, and **many** (50%) seek spreadsheet.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Diablo Valley College
- Mt. Diablo Adult Education, Loma Vista Center
- Regional Occupational Program of Contra Costa County
- Rubicon Programs, Inc.

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.98 - \$ 9.00	\$ 6.60
New hires, experienced:	\$ 6.05 - \$10.00	\$ 7.00
Experienced, 3 years with firm:	\$ 6.05 - \$11.00	\$ 8.00
<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.67 - \$ 7.00	\$ 6.75
New hires, experienced:	\$ 6.74 - \$ 7.50	\$ 6.82
Experienced, 3 years with firm:	\$ 7.50 - \$ 9.00	\$ 7.71

*Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision."

OTHER RELEVANT INFORMATION

Hours Worked

Most (79%) employees worked full-time; averaging 40 hours a week; a **few** (13%) worked part-time averaging 23 hours a week, and a **few** (8%) worked temporary/on call averaging 14 hours a week.

Unionization

Some (27%) firms, and **some** (26%) employees are union.

Gender

Male (20%), Female (80%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	29%
Dental Insurance	100%	29%
Vision Insurance	43%	21%
Life Insurance	43%	0%
Paid Sick Leave	93%	50%
Paid Vacation	100%	50%
Retirement Plan	57%	36%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Inspector
- Administration
- Supervisor
- Maintenance

Related **Dictionary of Occupational Titles (DOT) Code:**
323.687-010, 323.687-014, 323.687-018

For more information, see COG #551

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

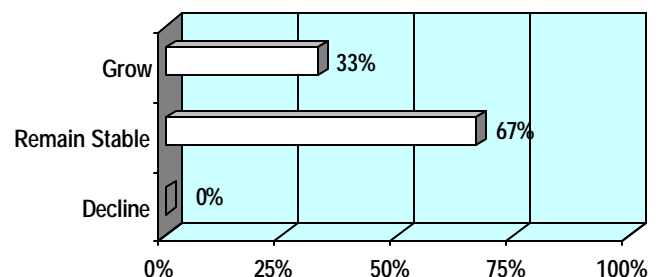
Occupation size: Large
Projected new jobs: 640
Openings due to separations: 210
Projected growth between 1995-2002 is faster than average, 24.7%.
(Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced applicants and **little** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **most** (61%) vacancies filled over the last 12 months were due to employees leaving; **some** (21%) filled were due to new positions; a **few** (10%) filled were due to promotions, and a **few** (8%) filled were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (67%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (33%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- In-house promotion or transfer
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Apartment Building Operators
- Hotels and Motels
- Building Maintenance Services
- Skilled Nursing Care Facilities
- Nursing and Personal Care, NEC
- General Medical and Surgical Hospital

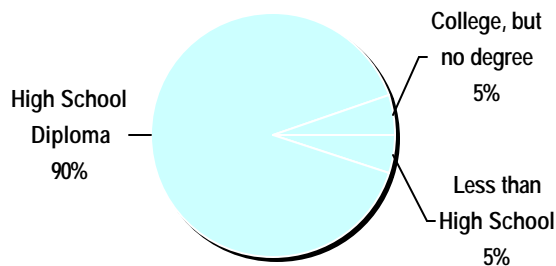
MAINTENANCE REPAIRERS - GENERAL UTILITY

20 Employers Represented

Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work, as well as planning and laying out of work relating to repairs; repairing electrical and/or mechanical equipment; installing, aligning and balancing new equipment; and repairing buildings, floors, or stairs. **OES Code: 851320**

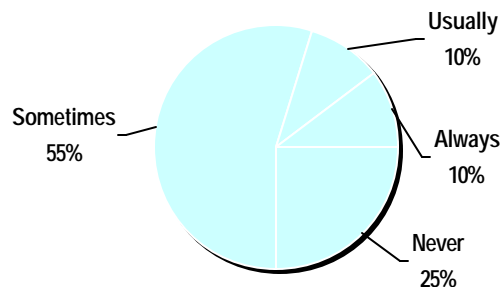
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



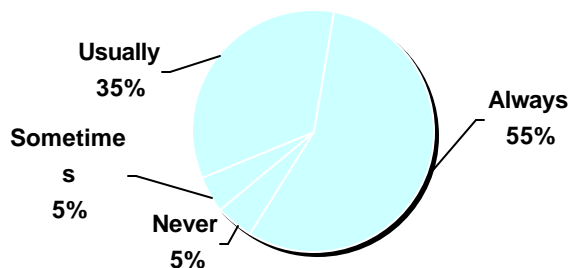
Almost all (90%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Many (55%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 12 to 24 months General Maintenance, Mechanic, Shop Assistant, Electrician, Contractor's License, or Journeyman Certificate.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (55%) employers report that work experience is always required. **Desired work experience when acceptable:** 12 to 36 months Maintenance Technician, or General Utility.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to operate power hand tools	2.7
Minor electrical repair skills	2.5
Minor plumbing repair skills	2.2
Minor painting skills	2.0
Ability to repair and install heating and air conditioning systems	2.0
Knowledge of basic electronics	1.7
Record keeping skills	1.6
Ability to read blueprints	1.5

Physical

Ability to walk or stand for more than 2 hours	3.0
Ability to lift at least 50 pounds	2.9

Personal

Ability to work independently	2.9
Good hand-eye coordination	2.9
Mechanical aptitude	2.7
Willingness to work with close supervision	2.6
Ability to interact well with others	2.6
Public contact skills	2.5

Basic

Ability to read and follow instructions	2.9
Knowledge of safety practices	2.8
Problem solving skills	2.5
Oral communication skills	2.2

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Record keeping, report preparation, estimating, supervisory, Class A Driver's License, Refrigeration Certification #1 & #11, electronics, ability to manage people, plumbing, computer, advanced training, critical assessment capabilities, ability to function independently, and good communication.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Update training, diagnostic ability, management skills, new equipment training, increased maintenance skills, general building maintenance, and computer skills.

COMPUTER SKILLS SOUGHT:

A **few** (10%) seek word processing, and a **few** (5%) seek database.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Rubicon Programs, Inc.

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

Non-Union	Range	Median
New hires, no experience:	\$ 7.00 - \$14.38	\$10.00
New hires, experienced:	\$ 7.48 - \$19.18	\$10.00
Experienced, 3 years with firm:	\$ 8.70 - \$23.97	\$12.59
Union	Range	Median
New hires, no experience:	\$ 8.72 - \$14.37	\$11.10
New hires, experienced:	\$ 9.61 - \$16.42	\$13.50
Experienced, 3 years with firm:	\$11.12 - \$19.66	\$15.00

*Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision."

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (96%) employees worked full-time averaging 40 hours a week; a **few** (2%) worked part-time averaging 17 hours a week, and a **few** (2%) worked seasonal averaging 40 hours a week.

Unionization

Some (25%) firms, and **many** (53%) employees are union.

Gender

Male (100%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	100%	10%
Dental Insurance	65%	50%
Vision Insurance	60%	10%
Life Insurance	55%	5%
Paid Sick Leave	80%	10%
Paid Vacation	90%	10%
Retirement Plan	50%	10%
Child Care	5%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Supervisor or Foreman
- Project Manager

Related **Dictionary of Occupational Titles (DOT) Code:**
638.281-010, 899.381-010, 899.261-014

For more information, see COG #136

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

Occupation size: Very Large
Projected new jobs: 1,420
Openings due to separations: 480
Projected growth between 1995-2002 is much faster than average, 32%.

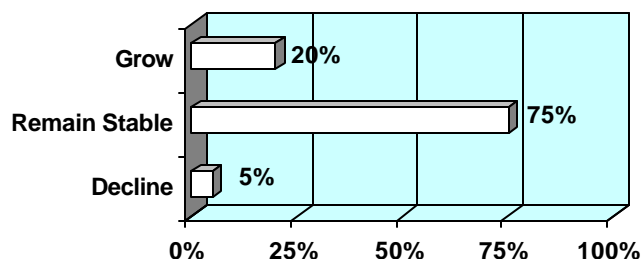
(Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (54%) vacancies filled over the last 12 months were due to employees leaving; **some** (24%) filled were due to new positions; a **few** (19%) filled were due to promotions, and a **few** (3%) filled were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (75%) employers responding expect this occupation's employment to remain stable over the next 3 years; **some** (20%) expect it to grow, and a **few** (5%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- Newspaper ads
- In-house promotion or transfer

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Single Family Housing Construction
- Heavy Construction, NEC
- Non-durable Goods, NEC
- Eating Places
- Apartment Building Operators
- Real Estate Agents and Managers
- Building Maintenance Services, NEC
- General Automotive Repair Shops
- Public Golf Courses
- Membership Sports and Recreation Club
- Amusement and Recreation, NEC
- Elementary and Secondary Schools
- Civic and Social Organizations

MANICURISTS

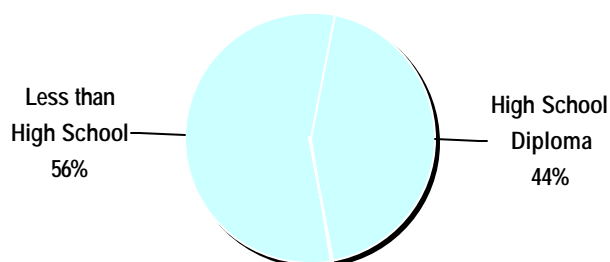
16 Employers Represented

Manicurists clean, shape, and polish customers' fingernails and toenails. They also form or adhere artificial fingernails on customers' fingers.

OES Code: 680080

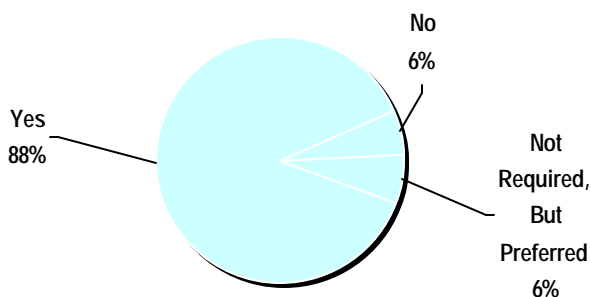
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



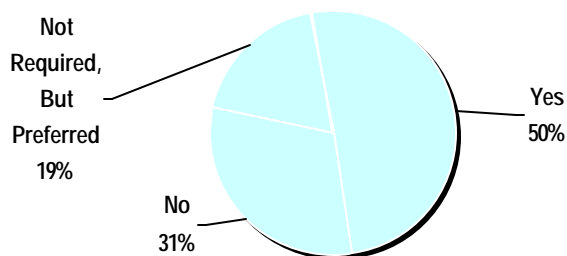
Many (56%) employers report that when hiring, the minimum education required is less than high school.

TRAINING REQUIRED



Almost all (88%) employers report that training is required prior to employment. A **few** (18%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 4 months On-the-Job training, or Manicurists License.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (50%) employers report that work experience is required. A **few** (13%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 6 months in Sales.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Completion of manicurist courses	3.0
Ability to assess the needs of customers	2.9
Knowledge of products related to nail care	2.8

Physical

Good eye-hand coordination	2.7
Good color perception	2.1
Ability to stand for prolonged periods	1.0

Personal

Friendly and tactful	3.0
Customer service oriented	2.8
Ability to communicate well with others	2.8

Basic

Knowledge of techniques and equipment to work on fingernails	3.0
Understanding of customer needs	2.9
Knowledge of sales techniques	1.3

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Good manners, good sense of humor, ability to perform professional work, customer service, team oriented, and ability to act as a roll model.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Pleasant personality, creativity, and dependability.

COMPUTER SKILLS SOUGHT:

A **few** (6%) employers seek desktop publishing. Employers report the following software applications are used: Page Maker

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- De Loux Cosmetology
- Delta Beauty College, Inc.
- Designs School of Cosmetology
- Los Medanos College
- Paris Beauty College

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$ 6.00	\$ 5.75
New hires, experienced:	\$ 5.75 - \$ 8.00	\$ 5.75
Experienced, 3 years with firm:	\$ 5.75 - \$10.00	\$ 5.88

"Almost all (88%) employers pay commission to employees working in this occupation."

OTHER RELEVANT INFORMATION

Hours Worked

Many (49%) employees worked part-time averaging 22 hours a week; **many** (42%) worked full-time averaging 40 hours a week; a **few** (5%) worked temporary/on-call averaging 16 hours a week, and a **few** (3%) worked seasonal averaging 20 hours a week.

Unionization

No (0%) firms, and **no** (0%) employees are union.

Gender

Male (10%), Female (90%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	6%	0%
Dental Insurance	6%	0%
Vision Insurance	6%	0%
Life Insurance	0%	0%
Paid Sick Leave	13%	0%
Paid Vacation	13%	0%
Retirement Plan	0%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

A **few** (13%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Lead Manicurists
- Manager

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

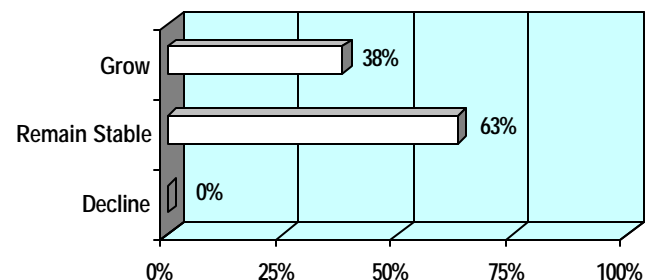
Occupation size: Small
 Projected new jobs: 40
 Openings due to separations: 10
 Projected growth between 1995-2002 is much faster than average, 66.7%.
 (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and qualified applicants, and it is **moderately difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **most** (63%) vacancies filled over the last 12 months were due to employees leaving, and **some** (38%) filled were due to new positions

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (63%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **some** (38%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- Employee referrals
- Walk-in applicants

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Beauty Shops

Related **Dictionary of Occupational Titles (DOT) Code:**
 331.674-010, 331.674-014

For more information, see COG #58

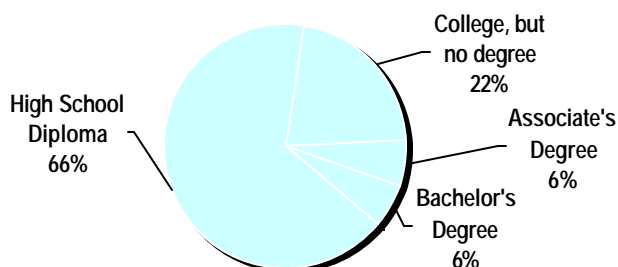
MEDICAL ASSISTANTS

18 Employers Represented

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties. **OES Code: 660050**

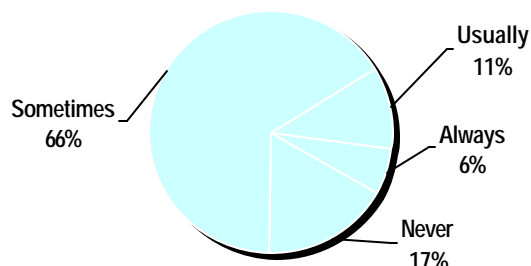
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



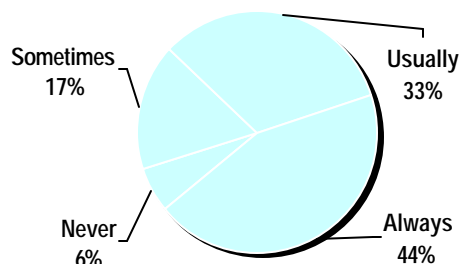
Most (66%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Most (66%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 6 to 12 months Medical Assistant, Nursing Certificate, or Registered Dental Assistant or Registered Dental Hygienist license.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (44%) employers report that work experience is always required. **Desired work experience when acceptable:** 6 to 12 months Healthcare.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Record keeping skills	2.7
Knowledge of medical terminology	2.7
Knowledge of first aid	2.5
Telephone answering skills	2.4
Possession of a CPR certificate	2.4
Ability to use a computer	2.4
Ability to take vital signs	2.3
Ability to apply sterilization techniques	2.0
Knowledge of inventory techniques	1.7

Personal

Ability to work under pressure	2.9
Ability to work independently	2.8
Ability to handle crisis situations	2.7
Willingness to work with close supervision	2.7

Basic

Ability to work as part of a team	2.9
Ability to read and follow instructions	2.9
Ability to write legibly	2.8
Oral communication skills	2.8

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Supervisory, telephone techniques, computer, communication, common sense, motivation, Licensed Vocational Nurse license, time management, ability to assess others' needs, and the ability to give directions.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Mathematics, computer literacy, triage, telephone etiquette, computerized appointment scheduling, organizational, multi-tasking, and technical skills (e.g. EKG, and giving injections).

COMPUTER SKILLS SOUGHT:

Almost all (80%) seek word processing; **many** (40%) seek database, and **many** (40%) seek other (e.g. Dental office programs, and Optical programs).

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Pittsburg Adult Education Center
- Regional Occupational Program of Contra Costa County

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.50 - \$18.00	\$ 9.00
New hires, experienced:	\$ 7.00 - \$18.00	\$10.94
Experienced, 3 years with firm:	\$11.51 - \$20.00	\$13.50

*Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision."

OTHER RELEVANT INFORMATION

Hours Worked

Most (63%) employees worked full-time averaging 32-40 hours a week; **some** (33%) worked part-time averaging 26 hours a week, and a **few** (3%) worked temporary/on call averaging 14 hours a week.

Unionization

None reported.

Gender

Male (3%), Female (97%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	83%	17%
Dental Insurance	56%	11%
Vision Insurance	39%	11%
Life Insurance	33%	6%
Paid Sick Leave	83%	44%
Paid Vacation	83%	44%
Retirement Plan	67%	28%
Child Care	11%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Front Office
- Supervisor

Related **Dictionary of Occupational Titles (DOT) Code:**
079.362-010, 079.364-010, 079.374-018

For more information, see COG #513

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

Occupation size: Medium
Projected new jobs: 240
Openings due to separations: 90

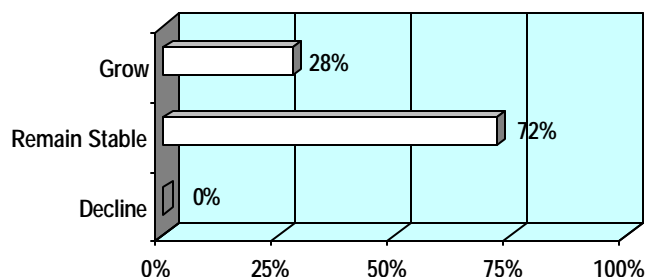
Projected growth between 1994-2002 is average, 21.4%.
(Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced applicants and inexperienced applicants that meet their hiring standards.

Employers report **many** (55%) vacancies filled over the last 12 months were due to employees leaving; **many** (41%) filled were due to new positions; a **few** (2%) were due to promotions, and a **few** (1%) were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (72%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (28%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- In-house promotion or transfer
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Offices and Clinics of Medical Doctors
- Offices and Clinics of Dentists
- Offices and Clinics of Chiropractors
- Offices and Clinics of Optometrists
- General Medical and Surgical Hospitals
- Specialty Outpatient Clinics, NEC

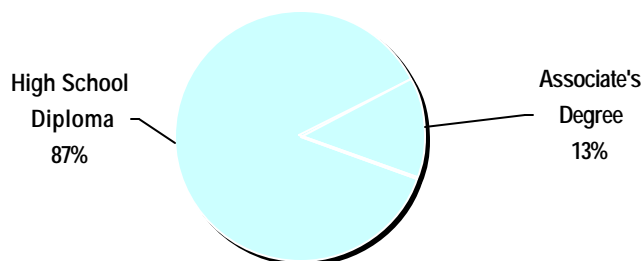
MEDICAL RECORDS TECHNICIANS

15 Employers Represented

Medical Records Technicians compile and maintain medical records of hospital and clinic patients. OES Code: 329110

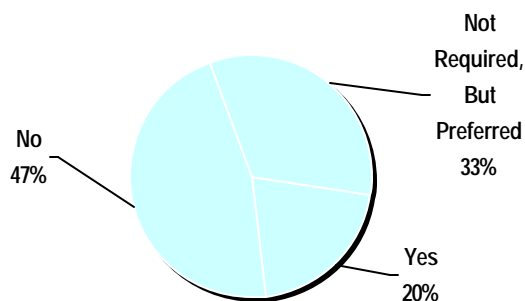
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



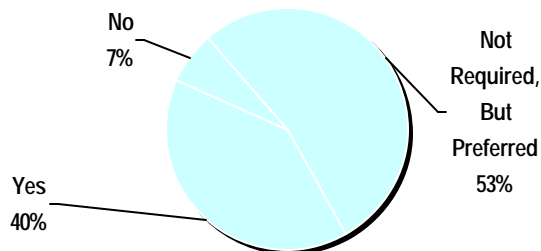
Almost all (87%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



Some (20%) employers report that training is required prior to employment. **Most** (64%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 6 months Medical Field training, Accredited Records Technician Certification, or Medical Records Technician Vocational training.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (40%) employers report that work experience is required. **Most** (64%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 6 months Clerical, Stocking, Medical Related, Technician, Nursing, Medical Terminology Social Service, Bookkeeping, Nursing Administration, or Accredited Records Technician Certification.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Computer skills	2.3
Ability to work with office machines	2.2
Typing skills	1.7

Physical

Ability to lift and carry heavy files	2.2
Ability to move heavy file carts	2.2

Personal

Ability to communicate with doctors and staff	3.0
Ability to work on a team	3.0
Oral communication skills	2.8

Basic

Ability to pay close attention to detail	3.0
Excellent alpha-numeric filing skills	2.8
Ability to write legibly	2.8

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Organizational, computer, communication, knowledge, high performance, medical assisting, Bachelor's degree, Accredited Records Technician (ART) certification, Nursing license, communication, medical terminology, and surgery scheduling.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Common sense, strong phone skills, nursing license, auditing, knowledge of physical therapy codes, filing, and knowledge of legal aspects of charting.

COMPUTER SKILLS SOUGHT:

Most (75%) employers seek word processing; **many** (42%) employers seek database; **many** (42%) employers seek spreadsheet; **a few** (8%) employers seek desktop publishing, and **some** (33%) employers seek other (e.g. 3M Encoder, and Basic Computer Knowledge).

Employers report the following software applications are used: Word, Excel, Access, and PowerPoint.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Antioch Adult School
- Contra Costa college
- Contra Costa County Regional Occupational Program
- Los Medanos College
- Martinez Adult School
- Mt Diablo Adult Education
- Mt Diablo Vocational Services Training
- Pittsburg Adult Education Center
- Western Career College
- Worldwide Educational Services

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$12.00	\$ 9.75
New hires, experienced:	\$ 7.00 - \$20.14	\$10.00
Experienced, 3 years with firm:	\$ 7.90 - \$21.10	\$11.50
<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$12.40 - \$12.40	\$12.40
New hires, experienced:	\$12.00 - \$19.06	\$12.40
Experienced, 3 years with firm:	\$13.24 - \$19.46	\$15.00

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (87%) employees worked full-time averaging 40 hours a week; a **few** (10%) worked part-time averaging 26 hours a week, and a **few** (3%) worked temporary/on-call averaging 35 hours a week.

Unionization

Some (20%) firms, and **many** (55%) employees are union. Employers report affiliations with the following unions: Office and Professional Employees International Union Local 29, and Health Care Workers Union Local 250 SEIU.

Gender

Male (8%), Female (92%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	67%	20%
Dental Insurance	47%	13%
Vision Insurance	33%	7%
Life Insurance	33%	7%
Paid Sick Leave	80%	20%
Paid Vacation	80%	20%
Retirement Plan	40%	7%
Child Care	0%	0%
Other	0%	0%
percentage of employers offering employer-paid benefits		

PROMOTIONAL OPPORTUNITIES

Many (53%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Senior Clerk
- Analyst
- Supervision
- Accounting Troubler
- Surgery Scheduler
- Medical Assistant
- Assistant Director of Nursing
- Management

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

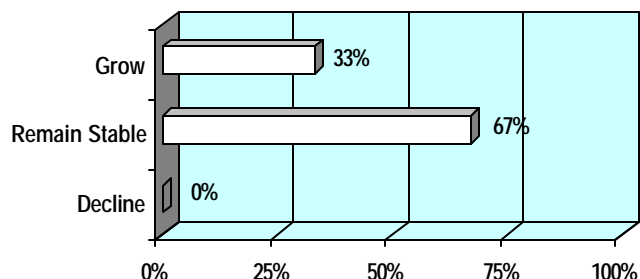
Occupation size: Small
 Projected new jobs: 80
 Openings due to separations: 30
 Projected growth between 1995-2002 is much faster than average, 33.3%.
 (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and qualified applicants, and it is **moderately difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **many** (45%) vacancies filled over the last 12 months were due to employees leaving; **some** (34%) filled were due to temporary/on-call positions; a **few** (18%) filled were due to promotions, and a **few** (3%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (67%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **some** (33%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- Employee referrals
- Walk-in applicants

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Doctors of Medicine, Offices and Clinics
- Hospitals, General Medical and Surgical
- Nursing Care Facilities, Skilled
- Hospitals, Psychiatric
- Outpatient Treatment Centers and Clinics, N.E.C.
- Social Services, Individual and Family

Related **Dictionary of Occupational Titles (DOT) Code:**
 079.362-014, 079.362-018

For more information, see COG #134

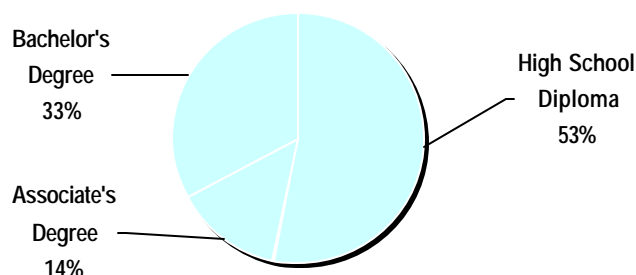
NETWORK PROFESSIONALS

15 Employers Represented

Network Professionals are responsible for designing and maintaining a company's computerized information system, managing local and/or wide area networks. They may also include training network users, developing network strategies, downsizing mainframe and mini computer systems to PC networks. They build front-ends to specific applications. They may be certified or uncertified. **Non OES Code: 031132999**

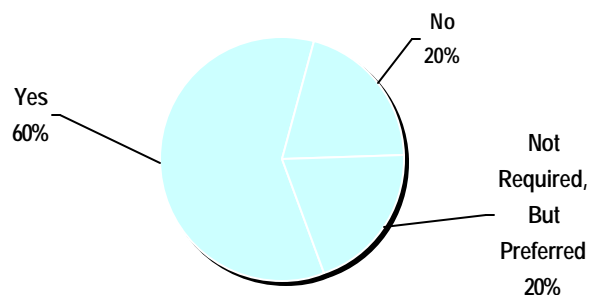
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



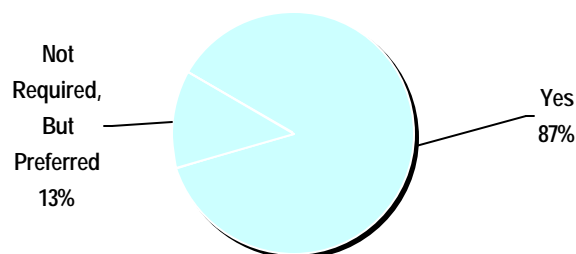
Many (53%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



Most (60%) employers report that training is required prior to employment. **Many** (40%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 13 months Network Systems, Microsoft Certified Engineer and other Certifications, LAN Network, Continuous Studies, On-the-Job training, Novell, UNIX, Network Management, Internet, Various Operating Systems, or Network Engineer.

PREVIOUS WORK EXPERIENCE REQUIRED



Almost all (87%) employers report that work experience is required. **Many** (43%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 20 months Networking related, Technical Systems, LAN Administration, Accounting, or Computer related.

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Knowledge of microcomputer hardware systems	3.0
Ability to design multi-server networks	2.9
Knowledge of Internet, Ethernet, ATM and UNIX	2.8

Personal

Ability to work on a team	3.0
Oral communication skills	2.9
Supervisory and leadership skills	2.0

Basic

Ability to pay attention	3.0
Ability to write operating procedures	2.8
Ability to write proposals and make recommendations	2.6

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Management, technical, network certification, computer experience, project management, superior technical, business savvy, SQL training, additional experience, wireless, network, software, and programming.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Patience, good trainer, company specific software, continuous studies, networking, web design, gateways, routers, wireless, windows NT, MCSE, and timely reporting.

COMPUTER SKILLS SOUGHT:

Almost all (80%) employers seek word processing; **most** (73%) employers seek database; **most** (73%) employers seek spreadsheet; **many** (40%) employers seek desktop publishing, and **most** (67%) employers seek other (e.g. Paradox, Database 615, Netware, Operating Systems, Windows NT, and UNIX). Employers report the following software applications are used: Word, Excel, Access, and Publisher.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- See Training Directory

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient Data	
New hires, experienced:	\$11.51 - \$35.96	\$22.53
Experienced, 3 years with firm:	\$19.18 - \$50.00	\$27.61

"**Some** (34%) employers also pay bonuses to employees working in this occupation."

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (98%) employees worked full-time averaging 40 hours a week; a **few** (1%) worked part-time averaging 20 hours a week, and a **few** (1%) worked temporary/on-call averaging 40 hours a week.

Unionization

No (0%) firms, and **no** (0%) employees are union.

Gender

Male (73%), Female (27%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	33%	0%
Dental Insurance	20%	0%
Vision Insurance	20%	0%
Life Insurance	40%	0%
Paid Sick Leave	73%	0%
Paid Vacation	73%	0%
Retirement Plan	33%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Many (47%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Director
- Information Group Manager
- Application Engineer
- Network Analyst II
- Network Manager
- Systems Administrator
- Lead or Senior Technician
- Supervisor

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

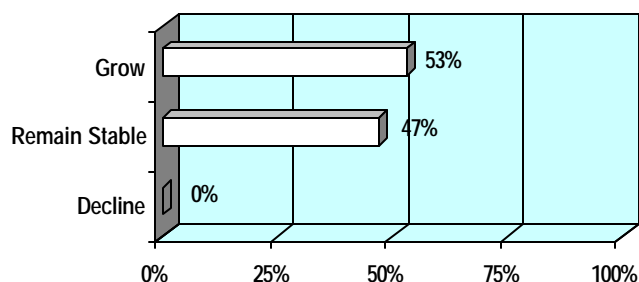
Occupation size: Data Not Available
 Projected new jobs: Data Not Available
 Openings due to separations: Data Not Available
 Projected growth between 1995-2002, remain stable.
 (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **almost all** (83%) vacancies filled over the last 12 months were due to temporary/on-call positions; a **few** (13%) filled were due to new positions, and a **few** (4%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Many (53%) employers responding expect this occupation's employment to grow over the next 2 years, and **many** (47%) expect it to remain stable.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Internet
- Newspaper ads
- In-house promotion

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Radio and T.V. Broadcasting and Communications Equipment
- Telephone Communications
- Machinery and Equipment, General Industrial Distribution
- Computer and Software Stores
- Banks, State Commercial
- Software Development, Custom
- Computer Related Services, N.E.C.
- Research and Development, Physical and Biological
- Local Government

Related **Dictionary of Occupational Titles (DOT) Code:**

N/A

For more information, see COG #N/A

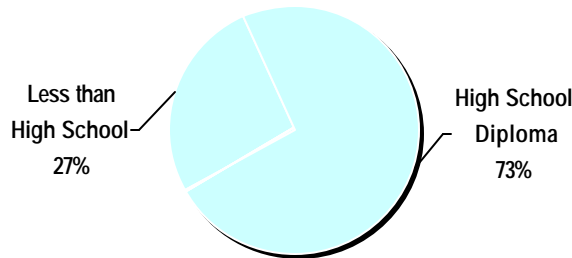
NURSERY WORKERS

15 Employers Represented

Nursery Workers work in nursery facilities planting, cultivating, harvesting, and transplanting trees, shrubs, or plants. Does not include workers whose primary duties involve sales or cashiering. **OES Code: 790050**

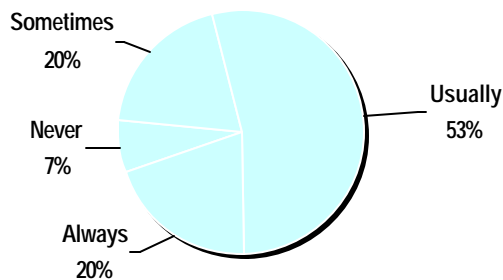
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



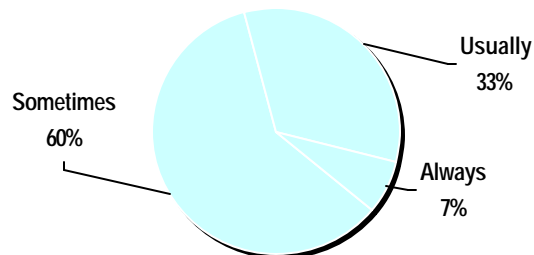
Most (73%) employers report that recent new hires have completed High School or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Many (53%) employers state that training is usually accepted as a substitute for experience. **Desired training when acceptable:** 60 months On-the-Job Training, Horticulture, or Irrigation.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (60%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 12 to 24 months Landscaper, Gardener, Floral Arranger, Planter, Retail Plant Sales, Plant Arranger, or Designer.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Knowledge of horticulture 1.9

Physical

Ability to stand continuously for 2 or more hours 2.6

Ability to lift at least 50 pounds repeatedly 2.3

Basic

Ability to read and follow instructions 2.5

Oral communication skills 2.1

Basic math skills 1.8

Personal

Willingness to work with close supervision 2.5

Ability to work independently 2.4

ADDITIONAL QUALIFICATIONS DESIRED:

Hard worker, trainable, and the willingness to learn.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Knowledge of horticulture.

COMPUTER SKILLS SOUGHT:

None reported.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Diablo Valley College
- Liberty High School Alternative Education
- Regional Occupational Program
- Rubicon Programs, Inc.

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.25 - \$ 7.00	\$ 5.50
New hires, experienced:	\$ 5.50 - \$ 9.00	\$ 5.75
Experienced, 3 years with firm:	\$ 6.50 - \$11.00	\$ 7.75

(Out of 15 firms responding, all answered this question.)

HOURS WORKED

Most (70%) employees worked full-time; a **few** (16%) worked seasonal, and a **few** (14%) worked part-time.

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	91%	0%
Dental Insurance	82%	0%
Vision Insurance	36%	0%
Life Insurance	18%	0%
Paid Sick Leave	45%	9%
Paid Vacation	45%	9%
Retirement Plan	45%	9%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Cashier
- Inventory Clerk
- Sales
- Project Supervisor

Related **Dictionary of Occupational Titles (DOT) Code:**
405.684-014

For more information, see COG #520

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

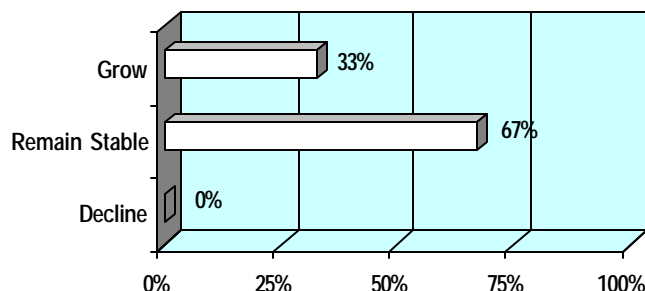
Occupation size: Small
 Projected new jobs: 52
 Openings due to separations: 37
 Projected growth between 1994-2001 is much faster than average, 28.1%.
 (Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced applicants, and **some** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **most** (60%) vacancies filled over the last 12 months were due to temporary workers; **some** (25%) filled were due to employees leaving, and a **few** (15%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (67%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (33%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- Hire unsolicited applicants
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Flowers and Florists Supplies
- Retail Nurseries and Garden Stores
- Lawn and Garden Services

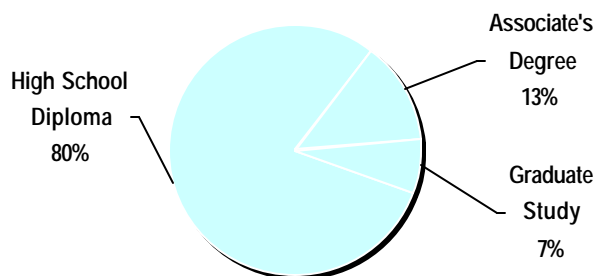
OPTICIANS – DISPENSING AND MEASURING

15 Employers Represented

Opticians design, measure, fit, and adapt lenses and frames for clients according to written optical prescriptions or specifications. They assist clients with selecting frames according to style and color, measure customers for size of eyeglasses, and coordinate frames with facial and eye measurements and optical prescription. In addition, they prepare work orders for optical laboratories containing instructions for grinding and mounting lenses in frames, verify the exactness of finished lens spectacles, adjust frame and lens position to fit clients, and shape or reshape frames. Includes Contact Lens Opticians. **OES Code: 325140**

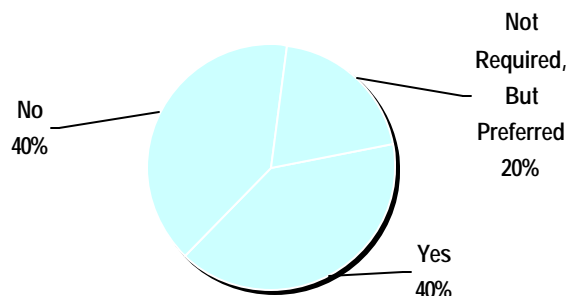
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



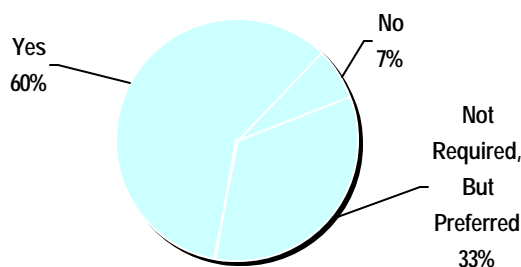
Almost all (80%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



Many (40%) employers report that training is required prior to employment. **Some** (38%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 5 months Optical Theory and Lens Fabrication training, Optician Certificate, or American Board of Optometry State License.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (60%) employers report that work experience is required. **Some** (31%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 17 months Customer Service, Technician, or Retail Sales.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Telephone answering skills	2.7
Alpha and Numeric filing skills	2.6
Data processing and word processing skills	1.9

Physical

Ability to stand continuously for two or more hours	2.1
Ability to pass a pre-employment drug test	1.7

Personal

Ability to work as part of a team	3.0
Oral communication skills	2.9
Ability to work independently	2.8

Basic

Ability to read and follow instructions	2.8
Ability to perform routine, repetitive work	2.8

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Customer service, knowledge of the job, organizational skills, management of office, staff, facility, and personnel, technical knowledge, and math skills.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Communication, problem solving, and top-down selling training.

COMPUTER SKILLS SOUGHT:

Many (47%) employers seek word processing; **some** (27%) employers seek database; a **few** (14%) employers seek spreadsheet; a **few** (14%) employers seek desktop publishing, and a **few** (14%) employers seek other (e.g. Office Mate, and RLI Optometric Software).

Employers report the following software applications are used: Word, Excel, Access, and Powerpoint

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Martinez Adult School

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.00 - \$ 9.00	\$ 8.25
New hires, experienced:	\$ 8.00 - \$17.50	\$10.00
Experienced, 3 years with firm:	\$10.00 - \$20.00	\$12.50

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (87%) employees worked full-time averaging 33-40 hours a week, and a **few** (13%) worked part-time averaging 24 hours a week.

Unionization

A **few** (13%) firms, and **some** (21%) employees are union. Employers report affiliations with the following unions: Local 535 Social Services Union – American Federation of Nurses, and Union of American Physicians and Dentists.

Gender

Male (28%), Female (72%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	5%	0%
Dental Insurance	1%	0%
Vision Insurance	3%	2%
Life Insurance	0%	0%
Paid Sick Leave	10%	1%
Paid Vacation	13%	2%
Retirement Plan	4%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Some (33%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Lead Dispenser
- Branch Supervisor
- Management

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

Occupation size: Small

Projected new jobs: -10

Openings due to separations: 20

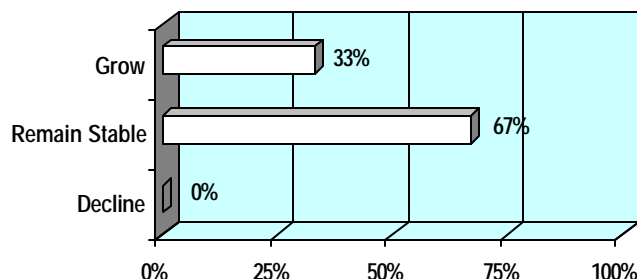
Projected growth between 1995-2002 is slower than average, 6.7%. (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (46%) vacancies filled over the last 12 months were due to new positions; **many** (46%) filled were due to employees leaving, and a **few** (8%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (67%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **some** (33%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Newspaper ads
- Walk-in applicants

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Optical Goods Stores
- Offices of Optometrists
- Doctors of Medicine, Offices and Clinics
- Local Government

Related **Dictionary of Occupational Titles (DOT) Code:**
299.361-010, 299.361-014

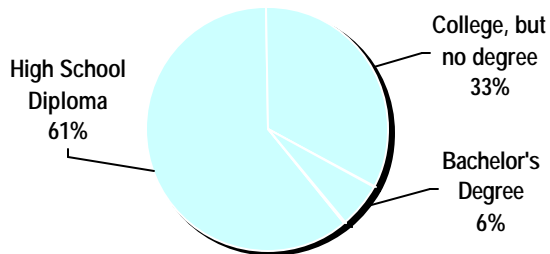
For more information, see COG #167, 470

ORDER CLERKS – MATERIALS, MERCHANDISE, AND SERVICE 18 Employers Represented

Order Clerks receive and process incoming orders for materials, merchandise, or services such as repairs, installations, or rental of facilities. Additional duties include informing customers of receipt of order, prices, shipping dates, and delays, preparing contracts, and handling complaints. Does not include workers who dispatch as well as take orders for services. **OES Code: 553230**

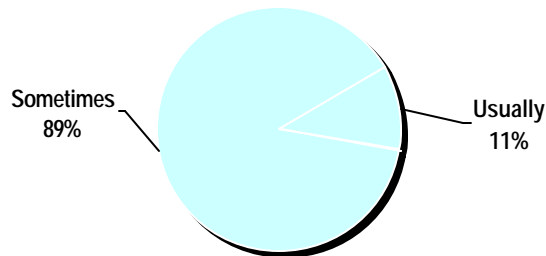
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



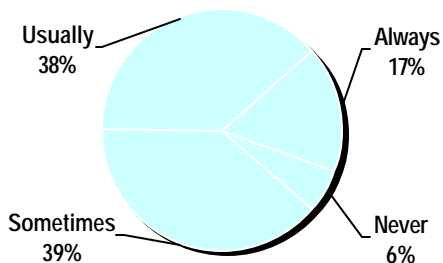
Most (61%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Almost all (89%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 6 to 12 months Clerical, Sales, Computer, Forklift Operator, or Buyer.

PREVIOUS WORK EXPERIENCE REQUIRED



Some (39%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 12 to 24 months Clerical, Sales Clerk, Purchasing Agent, Stockroom Clerk, or Warehouse Clerk.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Problem solving skills	2.7
Ability to operate a computer	2.5
Able to use a point-of-sale terminal	2.2
Knowledge of maintaining inventory records	2.2
Ability to follow purchasing procedures	1.9
Ability to maintain financial records	1.4
Knowledge of preparing contracts	1.4

Physical

Available for travel	1.1
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Personal

Ability to interact well with others	3.0
Interpersonal skills	2.6
Ability to work under pressure	2.5
Ability to manage unexpected situations or circumstances	2.3
Willingness to work with close supervision	2.2
Ability to work independently	2.1

Basic

Oral communication skills	2.7
Business math skills	2.6
Technical knowledge of supplies & equipment procured	2.4
Ability to write effectively	2.3

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Supervisory, further education, telephone techniques, computer, communication, common sense, motivation, time management, ability to assess others' needs, and ability to give directions.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Computer software, product knowledge, and customer service.

COMPUTER SKILLS SOUGHT:

Most (60%) seek word processing; **many** (40%) seek spreadsheet, and **many** (40%) seek other (e.g. industry specific software).

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Mt. Diablo Vocational Services Training

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$14.38	\$ 7.00
New hires, experienced:	\$ 6.00 - \$16.78	\$ 8.00
Experienced, 3 years with firm:	\$ 7.00 - \$21.58	\$10.00

*Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision."

OTHER RELEVANT INFORMATION

Hours Worked

Most (76%) employees worked full-time averaging 40 hours a week, and **some** (24%) worked part-time averaging 23 hours a week.

Unionization

A **few** (6%) firms, and a **few** (2%) employees are union.

Gender

Male (52%), Female (48%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	11%
Dental Insurance	83%	17%
Vision Insurance	61%	17%
Life Insurance	67%	11%
Paid Sick Leave	67%	11%
Paid Vacation	78%	11%
Retirement Plan	56%	6%
Child Care	11%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Supervisor
- Manager

Related **Dictionary of Occupational Titles (DOT) Code:**
209.567-014, 249.362-026

For more information, see COG #N/A

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

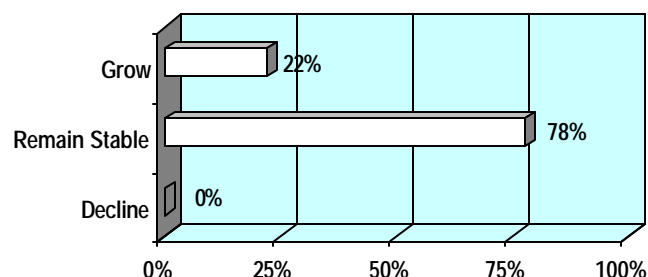
Occupation size: Medium
 Projected new jobs: 320
 Openings due to separations: 110
 Projected growth between 1995-2002 is much faster than average, 33.3%.
 (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4 %)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced applicants and **little** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **some** (36%) vacancies filled over the last 12 months were due to employees leaving; **some** (24%) filled were due to promotions; **some** (22%) filled were due to new positions, and a **few** (19%) filled were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (78%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (22%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- In-house promotion or transfer
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

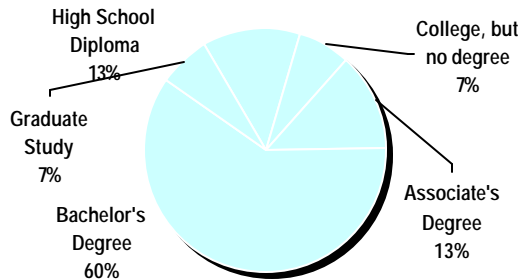
- Radio Telephone Communications
- Medical and Hospital Equipment
- Plumbing and Hydronic Heating Supplies
- Durable Goods, NEC
- Non-durable Goods, NEC
- Paint, Glass, and Wallpaper Stores
- Sporting Goods and Bicycle Shops
- Stationary Stores
- Florists
- Miscellaneous Retail Stores, NEC
- Photocopying and Duplicating Services

PERSONNEL, TRAINING, AND LABOR RELATIONS MANAGERS 15 Employers Represented

Personnel, Training, and Labor Relations Managers plan, organize, direct, control, or coordinate the personnel, training or labor relations activities of an organization. Their work involves establishing employer-relations policies; directing the selection, training, and evaluation of employees; administering benefits, safety, and recreation programs; developing wage and salary schedules; coordinating bargaining activities; and advising on labor contract administration. **OES Code: 130050**

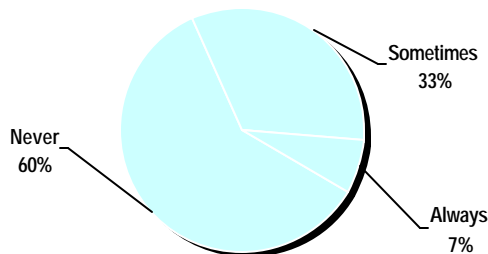
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



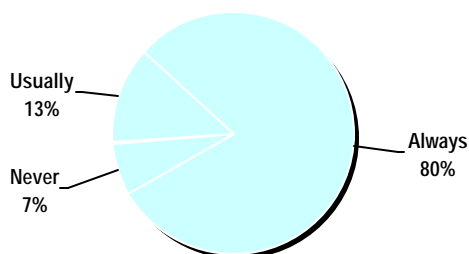
Most (60%) employers report that recent new hires have completed their Bachelor's degree.

TRAINING SUBSTITUTING EXPERIENCE



Most (60%) employers state that training is never accepted as a substitute for experience. **Desired training when acceptable:** 24 to 48 months Human Resources Management Degree, Personnel, or Clerical.

PREVIOUS WORK EXPERIENCE REQUIRED



Almost all (80%) employers report that work experience is always required. **Desired work experience when acceptable:** 24 to 48 months Human Resources, Personnel Management, or Administration.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Leadership skills, ability to motivate others	2.8
Public contact skills	2.7
Ability to manage an activity or department	2.3
Problem solving skills	2.3
Ability to plan and organize the work of others	2.2
Knowledge of personnel classification work	2.1
Knowledge of employee benefit programs	1.2
Performance appraisal skills	1.1
Knowledge of personnel recruiting	1.0
Ability to hire/assign personnel	1.0
Ability to interview others for information	1.0
Office management skills	1.0
Ability to write job specifications	0.9
Knowledge of grievance procedures	0.8
Possess excellent negotiating skills	0.8
Knowledge of labor relations work	0.8
Knowledge of business math	0.7

Personal

Ability to work independently	2.9
Ability to interact well with others	2.9
Ability to work under pressure	2.8

Basic

Oral communication skills	2.3
Ability to write effectively	2.3

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Communication, problem solving, ability to work under pressure, and LAN knowledge.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Internet, people skills, e-mail, Web use, and software upgrades.

COMPUTER SKILLS SOUGHT:

All (100%) seek word processing; **all** (100%) seek spreadsheet; **most** (78%) seek database, and a **few** (11%) seek other (e.g. accounting software).

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- California State University, Hayward - Contra Costa Campus
- Chapman University
- Golden Gate University
- John F. Kennedy University
- St. Mary's College
- University of California, Berkeley Extension
- University of Phoenix
- University of San Francisco - College of Professional Studies

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.00 - \$16.78	\$14.38
New hires, experienced:	\$ 7.00 - \$35.96	\$19.18
Experienced, 3 years with firm:	\$10.00 - \$38.36	\$26.37

*Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision."

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (89%) employees worked full-time averaging 41 hours a week; a **few** (9%) worked seasonal averaging 40 hours a week, and a **few** (2%) worked temporary/on call averaging 25 hours a week.

Unionization

None reported.

Gender

Male (44%), Female (56%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	7%
Dental Insurance	87%	7%
Vision Insurance	47%	7%
Life Insurance	87%	7%
Paid Sick Leave	87%	7%
Paid Vacation	93%	7%
Retirement Plan	73%	7%
Child Care	7%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Human Resource Director
- Area Manager
- District Manager

Related Dictionary of Occupational Titles (DOT) Code:
166.177-018

For more information, see COG #135

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 - 2002

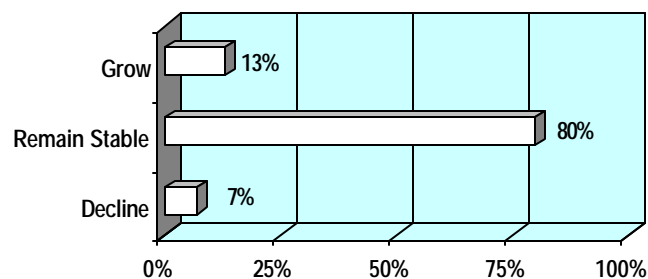
Occupation size: Medium
 Projected new jobs: 270
 Openings due to separations: 110
 Projected growth between 1995-2002 is faster than average, 26.2%.
 (Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced applicants and **some** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **many** (50%) vacancies filled over the last 12 months were due to employees leaving; **some** (25%) filled were due to temporary/on call; a **few** (20%) filled were due to new position, and a **few** (5%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (80%) employers responding expect this occupation's employment to remain stable over the next 3 years, and a **few** (13%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- In-house promotion or transfer
- Newspaper ads
- Employees' referrals

MAJOR EMPLOYING INDUSTRIES (In survey area)

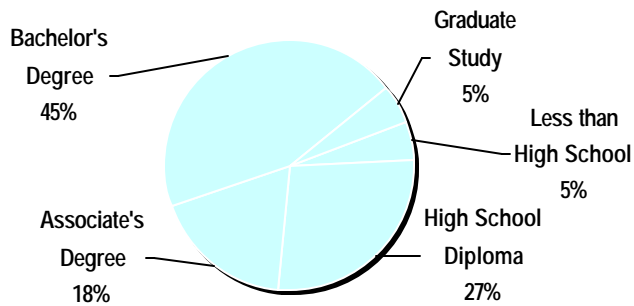
- Special Trade Contractors, NEC
- Industrial Organic Chemicals, NEC
- Local Trucking with Storage
- Electric Services
- Department Stores
- Hotels and Motels
- Employment Agencies
- Individual and Family Services
- Social Services, NEC
- Business Consulting, NEC
- Local Government

PERSONNEL, TRAINING, AND LABOR RELATIONS SPECIALISTS 22 Employers Represented

Personnel, Training, and Labor Relations Specialists conduct programs of recruitment, selection, placement, training, promotion, welfare, safety, compensation, or separation of employees. They may specialize in specific areas such as labor-management relations, counseling, job analysis, position classification, training, or compensation. Does not include workers primarily involved in personnel research and in the administration of testing and counseling programs for which a background in psychology is required. Also does not include employment interviewers in private or public agencies. **OES Code: 215110**

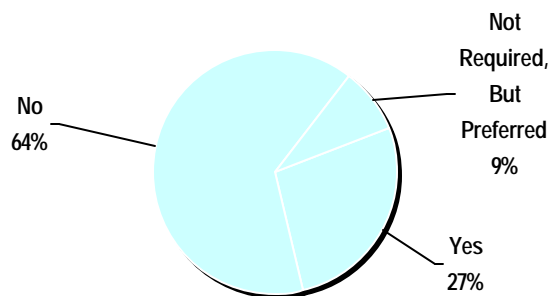
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



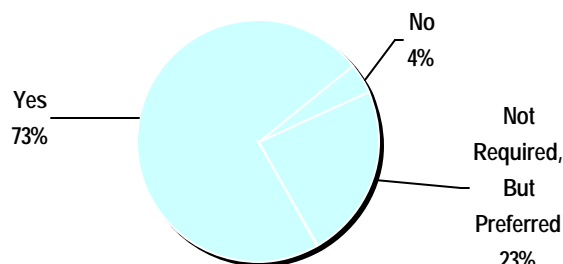
Many (45%) employers report that when hiring, the minimum education required is a Bachelor's degree.

TRAINING REQUIRED



Some (27%) employers report that training is required prior to employment. **Some** (24%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 21 months Computer, Clerical, Human Resources Management/Administration, or Human Resources Degree.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (73%) employers report that work experience is required. **Some** (37%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 15 months Human Resources, Recruiting, Management, Labor Relations, or Payroll.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Understanding of labor relations practices and labor laws	2.4
Knowledge of personnel classification procedures	1.9
Understanding of employee benefit programs	1.9

Physical

Ability to pass a pre-employment medical exam	2.1
Ability to lift at least 10 pounds	2.0

Personal

Trained in diversity	2.6
Tactfulness	2.4
Ability to plan and organize the work of others	2.4

Basic

Ability to work as part of a team	2.9
Good command of the English language	2.9
Ability to write effectively	2.8

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Knowledge of all aspects of human resources management, leadership, compensation analysis, technical knowledge, supervisory, customer service, success at filling positions, experience, training, negotiation, computer, college education, ability to work independently, coordinating activities, interpersonal, presentation, organizational, and ability to guide employees.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Recruiting, excellent oral and written, ability to work in teams, good communication, facilitation, and people skills.

COMPUTER SKILLS SOUGHT:

All (100%) employers seek word processing; **many** (50%) employers seek database; **almost all** (86%) employers seek spreadsheet, a **few** (5%) employers seek desktop publishing, and a **few** (9%) employers seek other (e.g. Vista, Lotus Organizer, SAP, and HTE). Employers report the following software applications are used: Word, WordPerfect, Excel, and Access.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- California State University – Hayward
- Chapman University Academic Center
- Contra Costa College
- Diablo Valley College
- Frederick W. Taylor University
- Golden Gate University
- Los Medanos College
- University of California, Berkeley
- University of San Francisco – College of Professional Studies

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$11.33 - \$25.89	\$15.24
New hires, experienced:	\$11.99 - \$31.16	\$19.60
Experienced, 3 years with firm:	\$12.90 - \$35.96	\$22.03

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (96%) employees worked full-time averaging 40 hours a week, and a **few** (4%) worked part-time averaging 29 hours a week.

Unionization

A **few** (14%) firms, and a **few** (4%) employees are union.

Employers report affiliations with the following unions:

Local 1179, PACE, and Local 21 REMA.

Gender

Male (40%), Female (60%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	50%	0%
Dental Insurance	45%	0%
Vision Insurance	45%	0%
Life Insurance	73%	0%
Paid Sick Leave	95%	9%
Paid Vacation	95%	9%
Retirement Plan	59%	5%
Child Care	9%	0%
Other	14%	0%
(Long Term Disability)		
percentage of employers offering employer-paid benefits		

PROMOTIONAL OPPORTUNITIES

Most (73%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Advisor
- Coordinator
- Personnel Assistant
- Analyst II, III
- Senior Personnel Analyst
- Senior Staff Consultant
- Human Resources Manager
- Director of Human Resources
- Personnel, Staffing, Store, District, or Regional Manager
- Regional Trainer
- Operations
- Labor Relations Representative
- Vice President

Related **Dictionary of Occupational Titles (DOT) Code:**

099.167-010, 166.167-010, 169.107-010, 169.167-062, 169.207-010

For more information, see COG #135

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

Occupation size: Medium

Projected new jobs: 190

Openings due to separations: 110

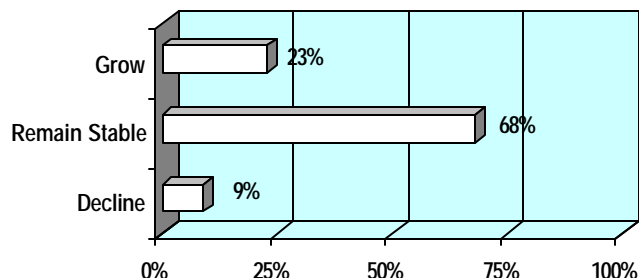
Projected growth between 1995-2002 is faster than average, 25.0%. (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and qualified applicants, and it is **very difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **many** (45%) vacancies filled over the last 12 months were due to employees leaving; **some** (36%) filled were due to promotions, and a **few** (19%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (68%) employers responding expect this occupation's employment to remain stable over the next 2 years; **some** (23%) expect it to grow, and a **few** (9%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- In-house promotion or transfer
- Internet

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Petroleum, Crude and Natural Gas Production
- Petroleum Refining
- Gas and Other Combined Services
- Department Stores
- Banks, National Commercial
- Software Development, Prepackaged
- Computer Related Services, N.E.C.
- Hospitals, Psychiatric
- Schools and Educational Services, N.E.C.
- Labor Unions and Labor Organizations
- Management Services
- Local Government
- Administration of Urban Planning and Community and Rural Development

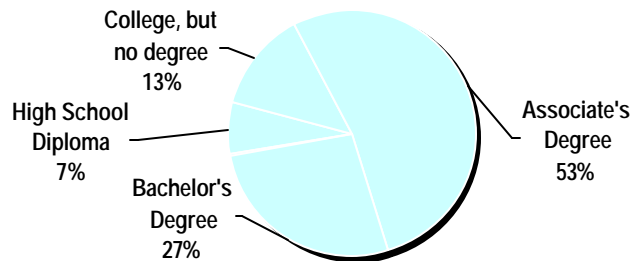
PROPERTY AND REAL ESTATE MANAGERS AND ADMINISTRATORS

15 Employers Represented

Property and Real Estate Managers and Administrators plan, organize, direct, control, or coordinate real estate property management, purchase, sales and leasing activities. Their work involves management of buildings or properties, management or real estate buying and selling activities for clients or employers, and management of rented or leased housing units, buildings, or land (including rights-of-way). Does not include workers whose duties are not primarily managerial or who are engaged primarily in direct buying or selling of real estate. **OES Code: 150110**

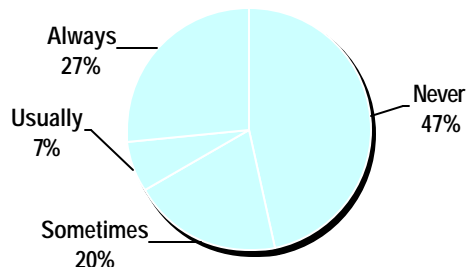
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



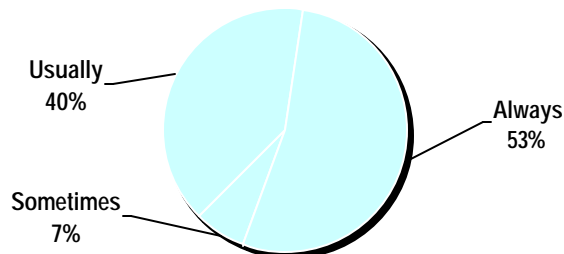
Many (53%) employers report that recent new hires have completed their Associate's degree.

TRAINING SUBSTITUTING EXPERIENCE



Many (47%) employers state that training is never accepted as a substitute for experience. **Desired training when acceptable:** 6 to 12 months Real Estate Courses, Management Courses, or Real Estate License.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (53%) employers report that work experience is always required. **Desired work experience when acceptable:** 12 to 24 months Administrative Office Assistant, Property Manager, Real Estate Administrator, Management, or Business Administration.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to follow residential real estate practices	3.0
Property management skills	3.0
Ability to plan and organize the work of others	3.0
Ability to prepare business correspondence	2.9
Ability to use database software	2.8
Office management skills	2.6
Ability to maintain an appointment calendar	2.5
Ability to use good business English	2.3
Ability to apply sales techniques	2.3
Negotiation skills	2.1

Personal

Customer relations	3.0
Ability to manage unexpected situations or circumstances	2.9
Public contact skills	2.9
Leadership skills	2.7
Ability to manage a multicultural workforce	2.4

ADDITIONAL QUALIFICATIONS DESIRED:

Common interest, empathetic, honest, hard worker, flexible, and adaptable.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Employee supervision, database, and desktop publishing.

COMPUTER SKILLS SOUGHT:

Almost all (91%) seek spreadsheet **almost all** (82%) seek word processing, and **most** (73%) seek database.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Diablo Valley College
- Los Medanos College
- Mason McDuffie Real Estate School
- Worldwide Educational Services, Inc.

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 3.84 - \$19.18	\$11.99
New hires, experienced:	\$ 4.79 - \$20.65	\$13.43
Experienced, 3 years with firm:	\$10.55 - \$26.56	\$20.14

(Out of 15 firms responding, 1 firm is union.)

"A **few** (6%) firms also pay commission to employees working in this occupation."

HOURS WORKED

Almost all (93%) employees worked full-time, and a **few** (7%) worked part-time.

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	0%
Dental Insurance	100%	0%
Vision Insurance	93%	7%
Life Insurance	57%	7%
Paid Sick Leave	100%	0%
Paid Vacation	100%	0%
Retirement Plan	21%	0%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Management
- District Supervisor

Related **Dictionary of Occupational Titles (DOT) Code:**
186.167-046, 186.167-062, 250.357-014, 250.357-018

For more information, see COG #423

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

Occupation size: Large

Projected new jobs: 55

Openings due to separations: 109

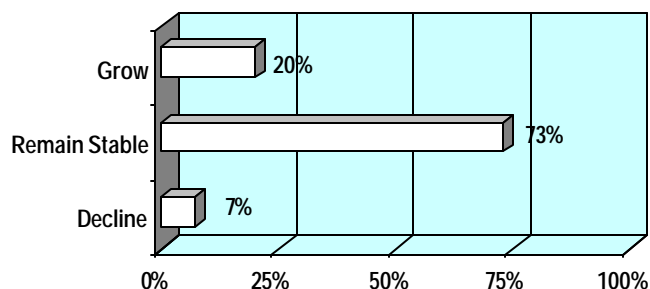
Projected growth between 1994-2001 is slower than average, 6.3%.
(Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced applicants, and **great** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **most** (60%) vacancies filled over the last 12 months were due to new positions; **some** (20%) filled were due to employees leaving, and **some** (20%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (73%) employers responding expect this occupation's employment to remain stable over the next 3 years; **some** (20%) expect it to grow, and a **few** (7%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Private employment agencies
- Newspaper ads
- Employees' referrals

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Real Estate Agents/Managers
- Apartment Building Operators
- Sub-Dividers and Developers

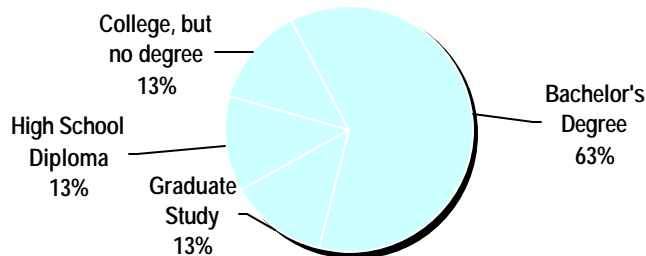
PURCHASING MANAGERS

16 Employers Represented

Purchasing Managers plan, organize, direct, control, or coordinate the activities of buyers, purchasing officers, and related workers involved in purchasing materials, products, or services. Included are wholesale or retail trade merchandising managers. **OES Code: 130080**

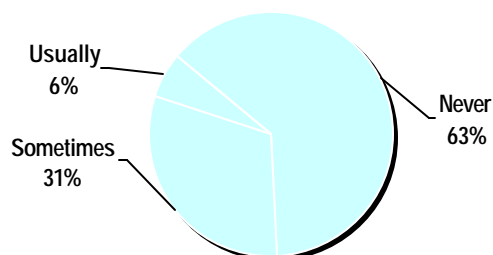
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



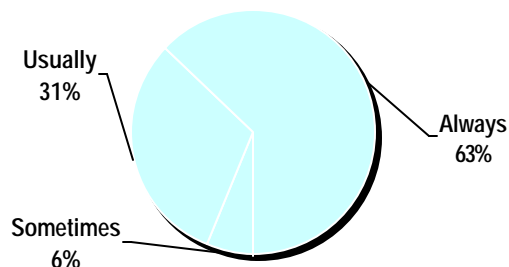
Most (63%) employers report that recent new hires have completed their Bachelor's degree.

TRAINING SUBSTITUTING EXPERIENCE



Most (63%) employers state that training is never accepted as a substitute for experience. **Desired training when acceptable:** Business Degree.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (63%) employers report that work experience is always required. **Desired work experience when acceptable:** 24 to 36 months Buying, Specialized Buying, Purchasing Management, or Inventory Control.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Problem solving skills	2.8
Ability to plan and organize the work of others	2.7
Ability to follow purchasing procedures	2.7
Business math skills	2.7
Ability to manage an activity or department	2.7
Knowledge of vendors and supplies	2.7
Ability to assess and analyze market conditions	2.7
Negotiation skills	2.7
Ability to give oral instructions	2.6
Verbal presentation skills	2.6
Ability to write effectively	2.5
Technical knowledge of supplies & equipment procured	2.4
Possess product knowledge	2.4
Report writing skills	2.4
Ability to maintain financial records	2.3
Ability to apply sales techniques	1.7

Basic

Oral communication skills	2.6
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Personal

Ability to manage unexpected situations or circumstances	2.6
Ability to interact well with others	2.4
Ability to motivate others	2.4
Interpersonal skills	2.3
Ability to work under pressure	2.3
Ability to work independently	2.1
Willingness to work with close supervision	1.6

ADDITIONAL QUALIFICATIONS DESIRED:

None reported.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Accounting, manufacturing, international sourcing, foreign languages, Internet, legal knowledge, and networking.

COMPUTER SKILLS SOUGHT:

Almost all (92%) seek spreadsheet **most** (77%) seek word processing; **most** (77%) seek database, and a **few** (15%) seek desktop publishing.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- California State University, Hayward – Contra Costa Campus

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$12.47 - \$17.26	\$14.42
New hires, experienced:	\$ 8.06 - \$30.21	\$17.74
Experienced, 3 years with firm:	\$11.51 - \$47.06	\$22.54

(Out of 16 firms responding, 1 is union.)

"A **few** (6%) non-union firms also pay commission to employees working in this occupation."

HOURS WORKED

Almost all (92%) employees worked full-time and a **few** (8%) worked part-time.

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	0%
Dental Insurance	93%	0%
Vision Insurance	60%	0%
Life Insurance	60%	0%
Paid Sick Leave	100%	0%
Paid Vacation	100%	0%
Retirement Plan	53%	0%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Senior Management
- Division/Region Purchasing Manager
- Corporate Purchasing Manager

Related **Dictionary of Occupational Titles (DOT) Code:**
162.157-018, 162.157-038, 162.367-066

For more information, see COG #N/A

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

Occupation size: Medium

Projected new jobs: 30

Openings due to separations: 81

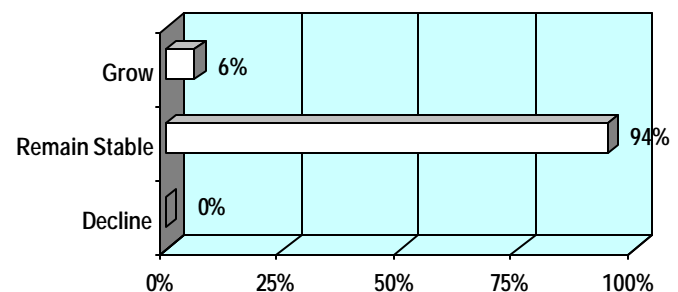
Projected growth between 1994-2001 is slower than average, 5.3%.
(Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced applicants, and **great** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **all** (100%) vacancies filled over the last 12 months were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (94%) employers responding expect this occupation's employment to remain stable over the next 3 years, and a **few** (6%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Private employment agencies
- Employee referrals
- In-house promotions

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Grocery Stores
- Telephone Communications

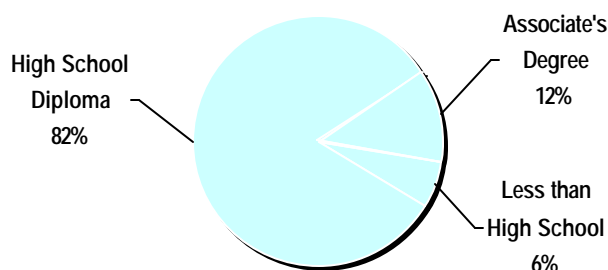
RECEPTIONISTS AND INFORMATION CLERKS

17 Employers Represented

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. **OES Code: 553050**

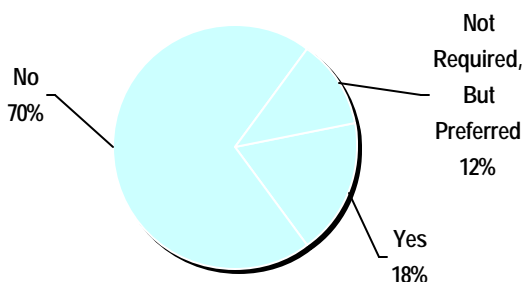
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



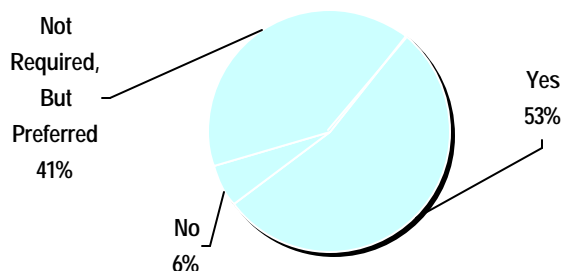
Almost all (82%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



A **few** (18%) employers report that training is required prior to employment. **Some** (31%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 10 months IP Consultant, Clerical, Filing, Answering Phones - Multi-line and Switchboard, Computer, or an Associate's or Bachelor's degree.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (53%) employers report that work experience is required. **Many** (55%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 6 months Filing, Answering Phones, Customer Service, Sales, Clerical or Administrative.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to use word processing software	2.0
Ability to operate office machines	1.8
Ability to operate a multi-line command phone center	1.8
Ability to type at least 45 words per minute	1.2

Personal

Ability to get along well with others	3.0
Pleasant phone mannerism	3.0
Public contact skills	3.0
Ability to work under pressure and meet deadlines	3.0

Basic

Telephone answering skills	3.0
Customer service skills	2.9
Ability to write effectively	1.9

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Good verbal and written skills, software knowledge, computer, accounting, real estate, positive attitude, hardworking, professionalism, education, people skills, organization, follow-through, and communication.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Computer, software knowledge, people skills, problem solving, multi-tasking, communication, patience, working with different people, making appointments, and answering phones.

COMPUTER SKILLS SOUGHT:

Almost all (83%) employers seek word processing; **many** (50%) employers seek database; **many** (42%) employers seek spreadsheet; a **few** (8%) employers seek desktop publishing, and **some** (25%) employers seek other (e.g. Dentrax).

Employers report the following software applications are used: Word, Excel, Access, and Powerpoint

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Contra Costa County Regional Occupational Program
- Diablo Valley College
- Los Medanos College
- Martinez Adult School
- Mt Diablo Adult Education
- Mt Diablo Vocational Services Training
- Pittsburg Adult Education Center
- West Contra Costa Adult Education
- Worldwide Educational Services

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.00 - \$ 9.00	\$ 8.00
New hires, experienced:	\$ 7.00 - \$12.00	\$10.00
Experienced, 3 years with firm:	\$ 8.00 - \$13.88	\$11.99

OTHER RELEVANT INFORMATION

Hours Worked

Many (52%) employees worked part-time averaging 17 hours a week; **many** (47%) worked full-time averaging 32 - 39 hours a week, and a **few** (2%) worked temporary/on-call averaging 40 hours a week.

Unionization

No (0%) firms, and **no** (0%) employees are union.

Gender

Male (3%), Female (97%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	47%	6%
Dental Insurance	29%	0%
Vision Insurance	24%	0%
Life Insurance	29%	6%
Paid Sick Leave	53%	6%
Paid Vacation	59%	6%
Retirement Plan	29%	0%
Child Care	6%	0%
Other	6%	6%
(Gym Membership, and Prepaid Legal Fees)		
percentage of employers offering employer-paid benefits		

PROMOTIONAL OPPORTUNITIES

Many (59%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Records Clerk
- Accounting Clerk
- Property Manager
- Billing Department
- Administrative Assistant
- Office Assistant
- Supervisor
- Manager

Related **Dictionary of Occupational Titles (DOT) Code:**

203.362-014, 237.267-010, 237.367-010, 237.367-018, 237.367-022

For more information, see COG #21

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 - 2002

Occupation size: Very Large

Projected new jobs: 1,080

Openings due to separations: 590

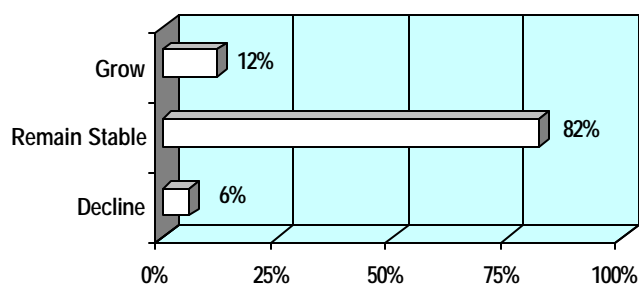
Projected growth between 1995-2002 is faster than average, 31.9%. (Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **not difficult** to find fully experienced and qualified applicants, and it is **moderately difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **most** (76%) vacancies filled over the last 12 months were due to employees leaving; **some** (20%) filled were due to promotions, and a **few** (4%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Almost all (82%) employers responding expect this occupation's employment to remain stable over the next 2 years; a **few** (12%) expect it to grow, and a **few** (6%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Newspaper ads
- In-house promotion or transfer

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Insurance Agents, Brokers and Services
- Building Owner - Operators, Apartments
- Personal Services, Miscellaneous, N.E.C.
- Help Supply and Employee Leasing Services
- Auto Body, Paint and Upholstery Repair Shops
- Physical Fitness Facilities
- Doctors of Medicine, Offices and clinics
- Dentists, Offices and clinics
- Legal Services
- Accounting, Auditing and Bookkeeping Services

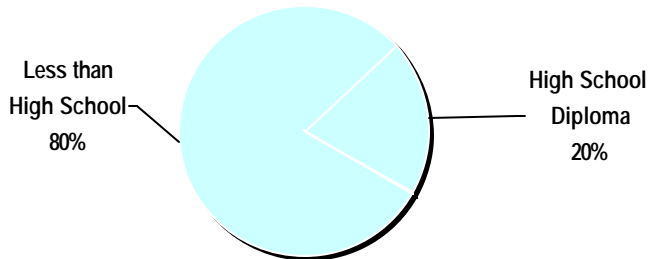
ROOFERS

15 Employers Represented

Roofers perform duties concerned with covering roofs of structures with slate, asphalt, aluminum, wood, and related materials using brushes, knives, punches, hammers, and other tools. They may spray roofs, sidings, and walls with material to bind, seal, insulate, or soundproof sections of structures. **OES Code: 878080**

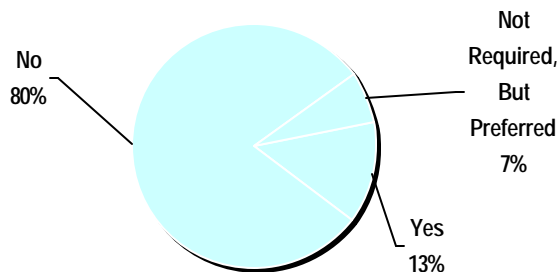
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



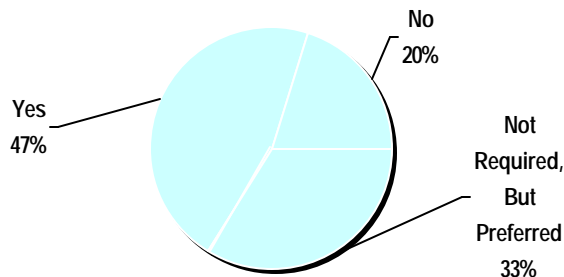
Almost all (80%) employers report that when hiring, the minimum education requirement is less than high school.

TRAINING REQUIRED



A **few** (13%) employers report that training is required prior to employment. **Some** (33%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 20 months Construction, On-the-Job, or Apprentice training.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (47%) employers report that work experience is required. **Many** (56%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 28 months Loading, Carpenter, Roofer, or Journey-person.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Knowledge of roofing materials 2.5

Physical

Ability to perform strenuous, physically demanding work 2.8

Ability to climb and work in high places 2.8

Ability to lift at least 50 pounds, repeatedly 2.8

Tolerance of various types of fumes 1.8

Personal

Ability to perform routing, repetitive work 2.8

Ability to work independently 2.6

Ability to work as part of a team 2.4

Willingness to work under close supervision 2.3

Basic

Ability to use logical thinking and practice safety precautions 2.9

Ability to read and follow instructions 2.4

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Leadership, efficiency, productivity, reliability, roofing skills, organization, knowledge of the business, dependable, hardworking, attention to detail, experience on the job, reading, and knowledge of the work.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Union training, and possession of a California driver's license.

COMPUTER SKILLS SOUGHT:

None

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Bay Area Apprenticeship Program
- Diablo Valley College
- Los Medanos College
- Pittsburg Adult Education Center
- West Contra Costa Adult Education Center
- Worldwide Educational Services

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.00 - \$12.00	\$ 8.00
New hires, experienced:	\$ 6.00 - \$19.18	\$11.00
Experienced, 3 years with firm:	\$13.00 - \$24.93	\$18.00

"A **few** (13%) employers also pay piece rate to employees working in this occupation."

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (81%) employees worked full-time averaging 32 to 42 hours a week; a **few** (17%) worked seasonal averaging 34 hours a week; a **few** (2%) worked part-time averaging 27 hours a week, and a **few** (1%) worked temporary/on-call averaging 30 hours a week.

Unionization

A **few** (13%) firms, and a **few** (6%) employees are union. Employers report affiliations with the following unions: Public Employees' Union Local 1, and Roofers Union Number 81.

Gender

Male (98%), Female (2%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	15%	0%
Dental Insurance	0%	0%
Vision Insurance	0%	0%
Life Insurance	15%	0%
Paid Sick Leave	8%	0%
Paid Vacation	0%	0%
Retirement Plan	0%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Most (67%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Journey-person
- Lead-person
- Dispatcher
- Estimator
- Supervisor
- Operations Manager

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

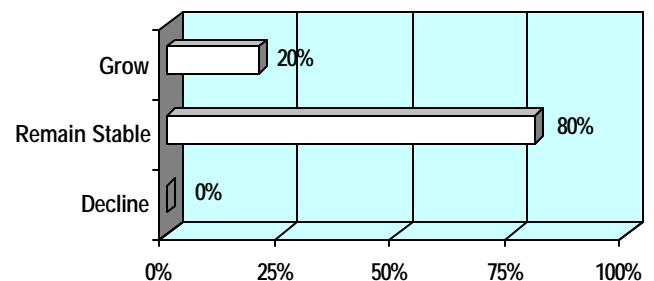
Occupation size: Small
 Projected new jobs: 90
 Openings due to separations: 60
 Projected growth between 1995-2002 is average, 21.4%.
 (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and qualified applicant, and it is **moderately difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **many** (58%) vacancies filled over the last 12 months were due to employees leaving; **some** (29%) filled were due to new positions, and a **few** (14%) filled were due to temporary/on-call positions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Almost all (80%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **some** (20%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Walk-in applicants
- In-house promotion or transfer

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Contractors, Roofing, Siding and Sheet Metal Work
- Local Government

Related **Dictionary of Occupational Titles (DOT) Code:**
 866.381-010, 866.381-014, 866.684-010

For more information, see COG #N/A

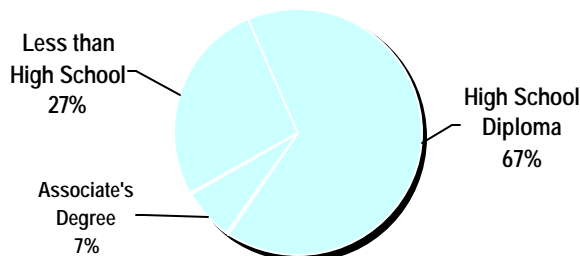
SALESPERSONS – RETAIL (EXCEPT VEHICLE SALES)

15 Employers Represented

Retail Salespersons sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Does not include workers who work primarily as Cashiers. **OES Code: 490112**

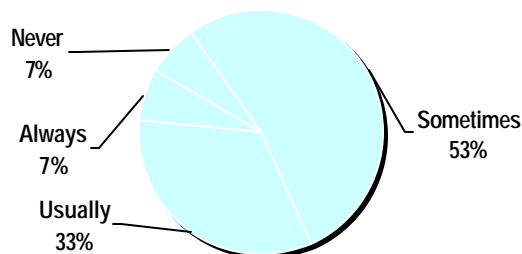
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



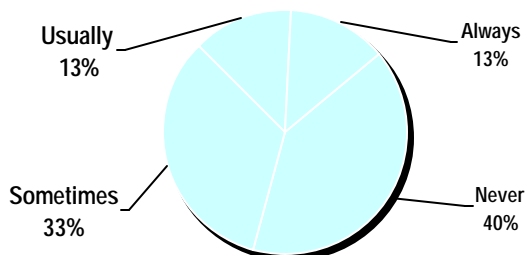
Most (67%) employers report that recent new hires have completed High School or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Many (53%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 12 months Marketing, or Sales.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (40%) employers report that work experience is never required. **Desired work experience when acceptable:** 6 to 12 months Retail Sales.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to make change	2.9
Ability to operate a cash register	2.9
Ability to apply sales techniques	2.5
Telephone answering skills	2.3
Ability to demonstrate knowledge of specific products	2.1
Problem solving skills	2.0
Ability to write effectively	1.5
Understanding of inventory techniques	1.1

Physical

Ability to stand continuously for 2 or more hours	2.7
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Basic

Ability to follow oral instructions	3.0
Oral communication skills	2.9
Ability to read and follow instructions	2.9
Basic math skills	2.9
Ability to write legibly	2.4

Personal

Good grooming skills	2.6
Ability to work under pressure	2.2
Willingness to work with close supervision	2.1
Public contact skills	1.8
Customer service skills	1.8
Ability to work independently	1.7

ADDITIONAL QUALIFICATIONS DESIRED:

Friendly, outgoing, personable, and trainable.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Computer usage, Internet, on-line sales, and people skills.

COMPUTER SKILLS SOUGHT:

Most (67%) seek spreadsheet **most** (67%) seek database; **some** (33%) seek word processing, and **some** (33%) seek desktop publishing.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Diablo Valley College
- Regional Occupational Program

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.15 - \$ 6.75	\$ 5.51
New hires, experienced:	\$ 5.20 - \$11.99	\$ 6.30
Experienced, 3 years with firm:	\$ 7.21 - \$16.78	\$ 9.00

(Out of 15 firms responding, 1 is union.)

HOURS WORKED

Many (52%) employees worked full-time; **many** (44%) worked part-time, and a **few** (4%) worked temporary/on call.

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	83%	0%
Dental Insurance	50%	0%
Vision Insurance	25%	0%
Life Insurance	8%	0%
Paid Sick Leave	67%	0%
Paid Vacation	75%	0%
Retirement Plan	8%	0%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Supervision
- Lead Sales Management
- Marketing Associate
- Account Executive

Related Dictionary of Occupational Titles (DOT) Code: 279.357-054

For more information, see COG #536

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

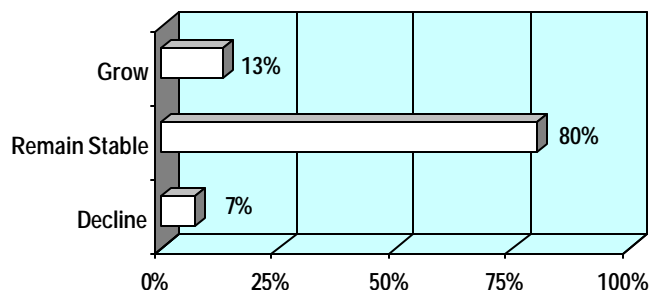
Occupation size: Very Large
 Projected new jobs: 1,083
 Openings due to separations: 2,830
 Projected growth between 1994-2001 is slower than average, 9.5%.
 (Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **most** (77%) vacancies filled over the last 12 months were due to employees leaving; a **few** (14%) filled were due to new positions, and a **few** (9%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (80%) employers responding expect this occupation's employment to remain stable over the next 3 years; a **few** (13%) expect it to grow, and a **few** (7%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top four resources:

- Employees' referrals
- Hire unsolicited applicants
- Newspaper ads
- Other: job fairs and Private Industry Council

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Department Stores
- Family Clothing Stores

SECRETARIES, EXCEPT LEGAL AND MEDICAL

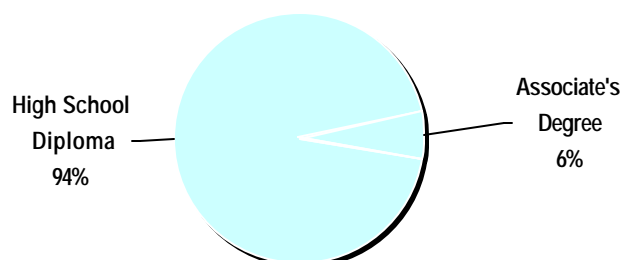
16 Employers Represented

Secretaries, except Legal and Medical, relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail, and filing correspondence and other records. They may perform various other assigned clerical duties. Does not include Medical and Legal Secretaries.

OES Code: 551080

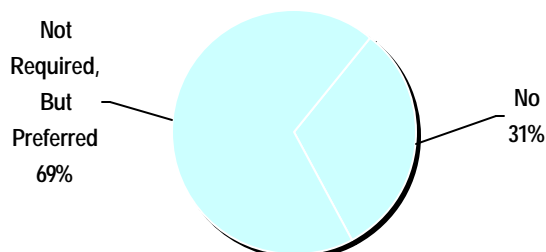
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



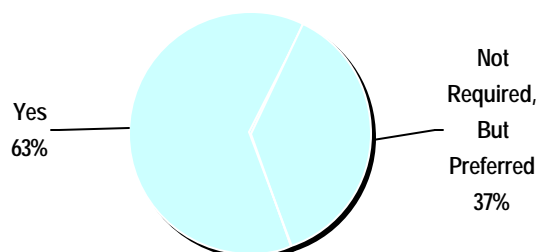
Almost all (94%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



No (0%) employers report that training is required prior to employment. **Most** (75%) employers report that training is accepted as a substitute for experience. **Type of training accepted as a substitute for experience:** An average of 9 months Technical Software, Microsoft Office, Secretarial, any Office training, Accounting, or Clerical.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (63%) employers report that work experience is required. **Most** (73%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 14 months Customer Service, Clerical, Administrative, Receptionist, Office Assistant, File Clerk, Accounting, or any Office work.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to type at least 45 words per minute	2.9
Knowledge of office procedures	2.8
Knowledge of computers and software for spreadsheets, database & word processing	2.8
Knowledge of equipment and machines	2.6

Personal

Ability to get along well with others	3.0
Ability to be punctual and dependable	3.0

Basic

Telephone answering skills	2.8
Command of the English language, read and write correctly	2.8
Ability to compose business letters	2.4

SKILLS NEEDED FOR CAREER ADVANCEMENT:

College degree, analytical, business understanding, computer, dealing with the public, reading, on-going education, customer service, organization, managerial, literacy, accounting, recruiting, project management, detail oriented, independent worker, accuracy, knowledge of public agencies, payroll, and supervisory.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Customer service, event planning, phone, e-mail, Internet, project management, organizational, computer, and people skills.

COMPUTER SKILLS SOUGHT:

All (100%) employers seek word processing; **many** (47%) employers seek database; **almost all** (87%) employers seek spreadsheet; **some** (33%) employers seek desktop publishing, and **some** (20%) employers seek other (e.g. Accounting Software). Employers report the following software applications are used: Word, Excel, Access, Publisher, and PowerPoint.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- ACTech Institute
- Contra Costa College
- Contra Costa County Regional Occupational Program
- Diablo Valley College
- Heald Business College
- Los Medanos College
- Martinez Adult School
- Mt Diablo Vocational Services Training
- Pittsburg Adult Education Center
- West Contra Costa Adult Education
- Worldwide Educational Services

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$10.00	\$10.00
New hires, experienced:	\$ 9.00 - \$15.00	\$12.00
Experienced, 3 years with firm:	\$10.50 - \$16.34	\$15.00
<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient Data	
New hires, experienced:	\$12.00 - \$18.05	\$15.30
Experienced, 3 years with firm:	\$16.11 - \$21.00	\$16.96

OTHER RELEVANT INFORMATION

Hours Worked

Most (71%) employees worked full-time averaging 40 hours a week; a **few** (19%) worked temporary/on-call averaging 20 hours a week, and a **few** (10%) worked part-time averaging 21 hours a week.

Unionization

Some (31%) firms, and **many** (47%) employees are union. Employers report affiliations with the following unions: Health Care Workers Union Local 250, Public Employees' Union Local 1, Supervisor's Association, and California School Employees Association.

Gender

Male (16%), Female (84%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	38%	0%
Dental Insurance	44%	0%
Vision Insurance	31%	0%
Life Insurance	44%	0%
Paid Sick Leave	75%	6%
Paid Vacation	75%	13%
Retirement Plan	31%	6%
Child Care	6%	0%
Other (Tuition Assistance, and Employee Assistance Program)	13%	0%
percentage of employers offering employer-paid benefits		

PROMOTIONAL OPPORTUNITIES

Most (75%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Executive Assistant or Senior Administrative Secretary
- Production/Project Associate
- Administrative Clerk, Assistant, or Manager
- Supervisor
- Department Head
- Recruiter Assistant
- Project Manager
- Office Manager
- Office Specialist

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 - 2002

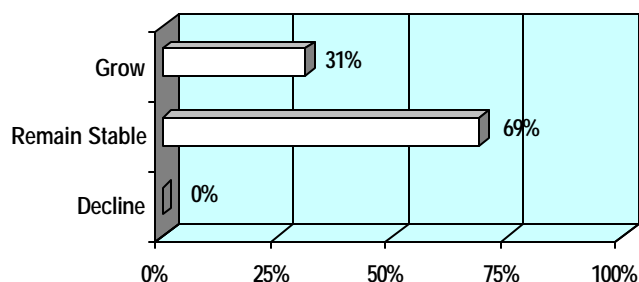
Occupation size: Very Large
 Projected new jobs: 1,550
 Openings due to separations: 840
 Projected growth between 1995-2002 is faster than average, 24.7%.
 (Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **not difficult** to find fully experienced and qualified applicants, and it is **moderately difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **some** (37%) vacancies filled over the last 12 months were due to new positions; **some** (35%) filled were due to employees leaving; a **few** (14%) filled were due to temporary/on-call positions, and a **few** (14%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (69%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **some** (31%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Newspaper ads
- In-house promotion or transfer

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Contractors, Electrical Work
- Banks, National Commercial
- Securities Brokers and Investment Bankers
- Help Supply and Employee Leasing Services
- Hospitals, General Medical and Surgical
- Schools, Elementary and Secondary
- Residential Care
- Local Government
- Land, Mineral, Wildlife and Forest Conservation
- Administration of Urban Planning and Community and Rural Development

Related Dictionary of Occupational Titles (DOT) Code:

201.162-010, 201.362-018, 201.362-022, 201.362-026, 201.362-030
 For more information, see COG #128

STOCK CLERKS – SALES FLOOR

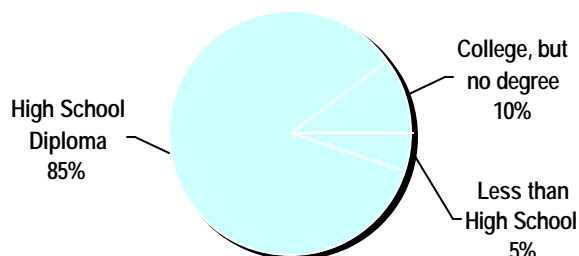
21 Employers Represented

Sales Floor Stock Clerks receive, store, and issue merchandise on the sales floor, stock shelves, racks, cases, bins, and tables with merchandise, arrange displays of items to attract customers, and may periodically take physical count of stock or check and mark merchandise.

OES Code: 490210

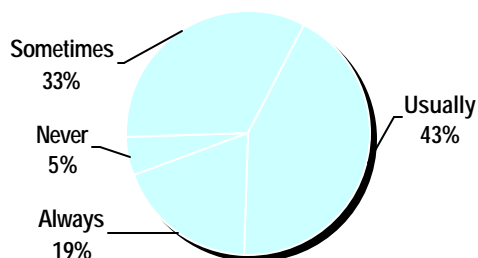
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



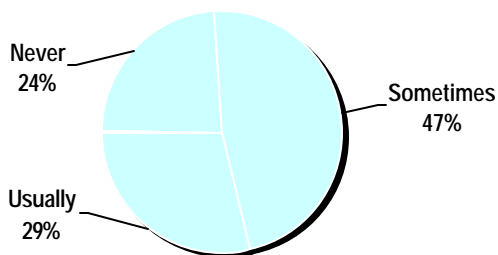
Almost all (85%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Many (43%) employers state that training is usually accepted as a substitute for experience. **Desired training when acceptable:** 1 to 3 months Shipping and Receiving, Warehouse Work, Sales Clerk, Stock Clerk, Inventory, or Warehouse.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (47%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 3 to 6 months Warehouse Worker, Cashier, Receiving Clerk, Sales Clerk, or Stock Clerk.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Record keeping skills	2.5
Ability to stock shelves	2.0
Understanding of inventory techniques	1.7
Ability to use a computer	1.4
Ability to operate a forklift	0.9

Personal

Customer service skills	3.0
Ability to work independently	2.6
Willingness to work with close supervision	2.1

Basic

Ability to follow oral instructions	3.0
Ability to write legibly	3.0
Basic math skills	2.1
Cash handling skills	1.4

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Ability to manage and motivate people, leadership, people skills, knowledge of product, supervisory skills, communication skills, initiative, and honesty.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Locksmithing, electronics, initiative, dexterity, reading, writing, and arithmetic.

COMPUTER SKILLS SOUGHT:

A **few** (5%) seek database.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Mt. Diablo Vocational Services Training
- Worldwide Educational Services, Inc.

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$11.50	\$ 6.00
New hires, experienced:	\$ 5.75 - \$11.50	\$ 6.50
Experienced, 3 years with firm:	\$ 6.25 - \$17.00	\$ 8.00

*Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision."

OTHER RELEVANT INFORMATION

Hours Worked

Many (53%) employees worked part-time averaging 20 hours a week; **many** (40%) worked full-time averaging 40 hours a week; a **few** (5%) worked seasonal averaging 21 hours a week, and a **few** (2%) worked temporary/on call averaging 17 hours a week.

Unionization

A **few** (5%) firms, and a **few** (10%) employees are union.

Gender

Male (46%), Female (54%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	88%	19%
Dental Insurance	88%	13%
Vision Insurance	75%	19%
Life Insurance	69%	6%
Paid Sick Leave	69%	25%
Paid Vacation	81%	25%
Retirement Plan	69%	19%
Child Care	6%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Cashier
- Supervisor
- Assistant Manager
- Manager

Related Dictionary of Occupational Titles (DOT) Code:
299.367-014

For more information, see COG #74

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

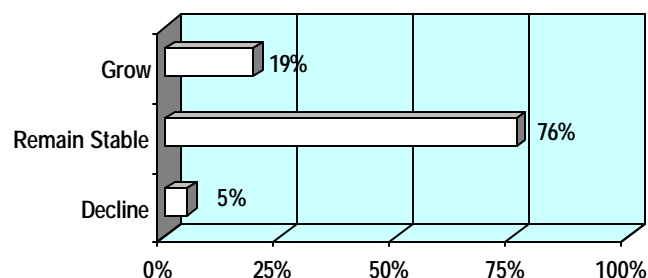
Occupation size: Very Large
 Projected new jobs: 620
 Openings due to separations: 370
 Projected growth between 1995-2002 is slower than average, 9.8%.
 (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (42%) vacancies filled over the last 12 months were due to employees leaving; **some** (28%) filled were due to temporary/on call; a **few** (16%) filled were due to new positions, and a **few** (13%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (76%) employers responding expect this occupation's employment to remain stable over the next 3 years; a **few** (19%) expect it to grow, and a **few** (5%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- Hire unsolicited applicants
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Electrical Apparatus and Equipment
- Lumber and Other Building Materials
- Hardware Stores
- Department Stores
- Grocery Stores
- Women's Clothing Stores
- Family Clothing Stores
- Furniture Stores
- Drug Stores and Proprietary Stores
- Sporting Goods and Bicycle Shops
- Stationary Stores
- Hobby, Toy, and Game Shops
- Miscellaneous Retail Stores, NEC

STOCK CLERKS - STOCKROOM, WAREHOUSE, STORAGE YARD

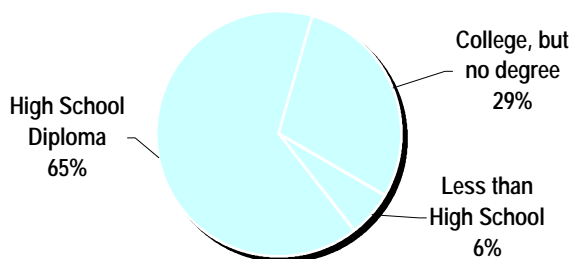
17 Employers Represented

Stock Clerks receive, store, and issue materials, equipment, and other items from stockroom, warehouse, or storage yard, and keep records and compile stock reports. Does not include Stockroom Laborers and workers whose primary duties involve shipping, weighing, and checking.

OES Code: 580230

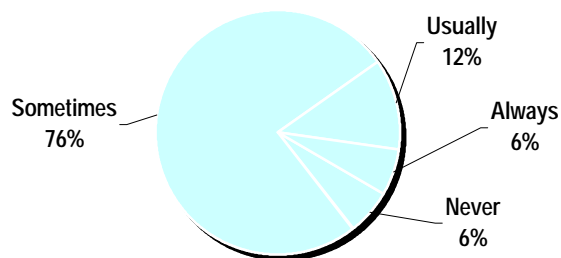
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



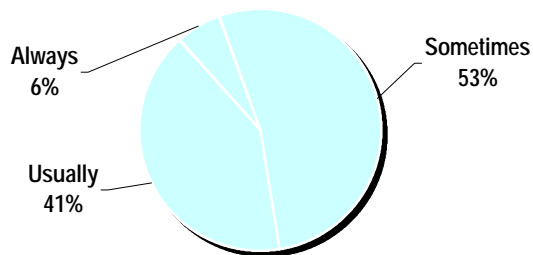
Most (65%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Most (76%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 3 to 6 months Warehouse, Stock, Inventory, Shipping and Receiving, Cashier, or a Valid Driver's License.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (53%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 6 to 12 months Warehouseman, Stock or Inventory Clerk, Counterperson, Shipping and Receiving Clerk, or Cashier.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Understanding of inventory techniques	2.5
Ability to operate a forklift	2.4
Record keeping skills	2.4
Ability to use computerized reference manuals	2.3
Ability to stock shelves	1.9
Labeling skills	1.8

Personal

Ability to follow oral instructions	3.0
Oral communications skills	3.0
Willingness to work with close supervision	2.9
Ability to work independently	2.0
Public contact skills	1.9
Possession of a valid Class B driver's license	0.1

Basic

Ability to read and follow instructions	3.0
Ability to write legibly	2.6
Basic math skills	2.5
Ability to accurately record and report	2.5
Ability to make decisions	2.4

ADDITIONAL QUALIFICATIONS REQUIRED:

Good attitude, ability to make decisions, people skills, oral communication, product knowledge, advanced computer skills, management, and sales.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Organizational skills, and computer literacy.

COMPUTER SKILLS SOUGHT:

Many (40%) seek word processing, and **many** (40%) seek other (e.g. Auto Parts software).

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Mt. Diablo Vocational Services Training
- Worldwide Educational Services

Contra Costa County, 1998

STOCK CLERKS – STOCKROOM, WAREHOUSE, STORAGE YARD

182 Jobs Represented

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	\$ 6.00 - \$12.00	\$ 8.00
New hires, experienced:	\$ 6.00 - \$20.00	\$ 9.50
Experienced, 3 years with firm:	\$ 8.00 - \$20.00	\$11.00

Union

	Range	Median
New hires, no experience:	\$12.00 - \$16.78	\$12.46
New hires, experienced:	\$12.00 - \$19.18	\$12.46
Experienced, 3 years with firm:	\$12.90 - \$21.58	\$15.00

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Most (60%) employees worked full-time averaging 40 hours a week; **some** (38%) worked part-time averaging 26 hours a week, and a **few** (2%) worked seasonal averaging 24 hours a week.

Unionization

Some (29%) firms, and **many** (40%) employees are union.

Gender

Male (64%), Female (36%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	100%	12%
Dental Insurance	94%	12%
Vision Insurance	71%	12%
Life Insurance	65%	12%
Paid Sick Leave	53%	18%
Paid Vacation	82%	18%
Retirement Plan	53%	18%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Sales
- Technician
- Team Leader
- Supervisor
- Manager

Related **Dictionary of Occupational Titles (DOT) Code:**
222.387-058, 299.367-014

For more information, see COG #74

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

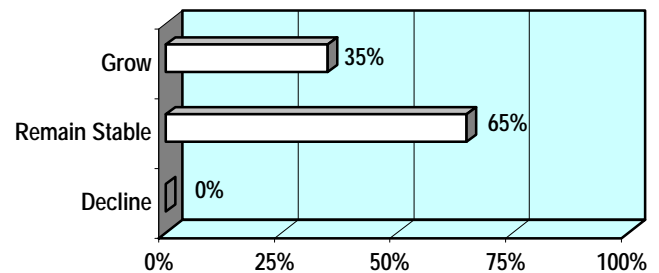
Occupation size: Very Large
Projected new jobs: 770
Openings due to separations: 300
Projected growth between 1995-2002 is faster than average, 24.2%.
(Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced applicants and **little** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **many** (59%) vacancies filled over the last 12 months were due to employees leaving; **some** (22%) filled were due to new positions; a **few** (13%) filled were due to promotions, and a **few** (7%) filled were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (65%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (35%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- Newspaper ads
- In-house promotion or transfer

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Electrical Apparatus and Equipment
- Auto and Homes Supply Stores
- Lumber and Other Building Material
- Furniture Stores
- Grocery Stores
- Floor Covering Stores
- Real Estate Agents and Managers
- New and Used Car Dealers

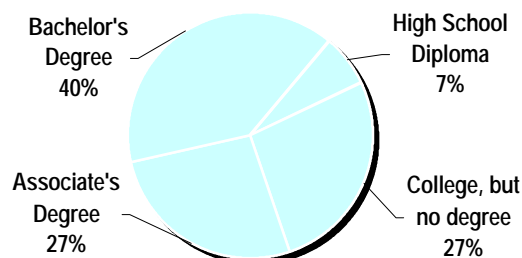
SYSTEMS ANALYSTS – ELECTRONIC DATA PROCESSING

15 Employers Represented

Systems Analysts, Electronic Data Processing, analyze business, scientific, and technical problems for application to electronic data processing systems. Does not include persons working primarily as engineers, mathematicians, programmers, or scientists. **OES Code: 251020**

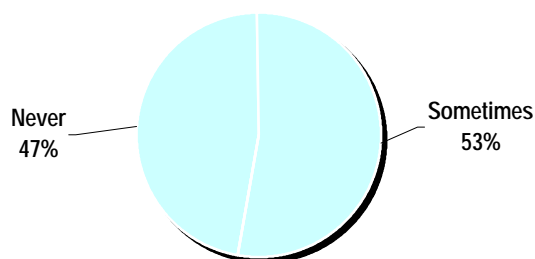
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



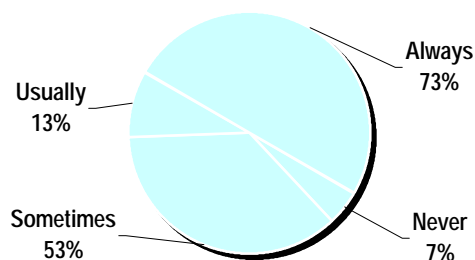
Many (40%) employers report that recent new hires have completed their Bachelor's degree.

TRAINING SUBSTITUTING EXPERIENCE



Many (53%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 24 months Computer Programmer, Analyst or Technician, Systems Analyst, PC Troubleshooting, or an Associate's or Bachelor's degree.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (73%) employers report that work experience is always required. **Desired work experience when acceptable:** 24 to 60 months Programmer Analyst, Computer Programmer, Systems Analyst, Mainframe Systems Analyst, Operations Manager, Technician, or Consultant.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to use database software	3.0
Ability to use business applications software	3.0
Understanding of Local Area Networks (LAN)	3.0
Ability to set-up and maintain multi-user systems	2.9
Ability to prepare flow-charts	2.9
Understanding of Wide Area Networks (WAN)	2.9
Ability to use C programming language	2.9
Knowledge of UNIX	2.9
Ability to use engineering applications software	2.9
Ability to write effectively	1.1
Word processing skills	1.0
Spreadsheet skills	1.0
Desktop publishing skills	0.9

Personal

Ability to work independently	3.0
Customer service skills	2.0

Basic

Ability to read and follow instructions	3.0
Oral communication skills	3.0
Ability to write legibly	3.0

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Ability to work independently, management, multitasking, experience with WEB based applications, LAN experience, and Computer Information Systems Bachelor's degree.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

HTML, JAVA, networking protocols, data server technology, Web, Internet, and client server.

COMPUTER SKILLS SOUGHT:

Many (44%) seek word processing; **many** (56%) seek spreadsheet; **almost all** (89%) seek database; **some** (22%) seek desktop publishing, and **some** (33%) seek other (e.g. Windows NT, UNIX, C++/C, Cobol, networking protocols, and mainframe programming).

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Worldwide Educational Services, Inc.

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$11.99 - \$35.00	\$20.00
New hires, experienced:	\$13.00 - \$35.00	\$24.23
Experienced, 3 years with firm:	\$15.00 - \$48.00	\$29.46

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (91%) employees worked full-time averaging 40 hours a week; a **few** (5%) worked temporary/on call averaging 40 hours a week, and a **few** (4%) worked part-time averaging 21 hours a week.

Unionization

A **few** (7%) firms, and a **few** (2%) employees are union.

Gender

Male (74%), Female (26%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	13%
Dental Insurance	93%	7%
Vision Insurance	73%	7%
Life Insurance	93%	7%
Paid Sick Leave	93%	13%
Paid Vacation	100%	13%
Retirement Plan	80%	13%
Child Care	7%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Information Systems Project Management
- Lead Supervisor
- Manager
- President of Operations
- Senior Consultant
- Senior Technical Services Representative

Related **Dictionary of Occupational Titles (DOT) Code:**
012.167-066, 030.167-014

For more information, see COG #541

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

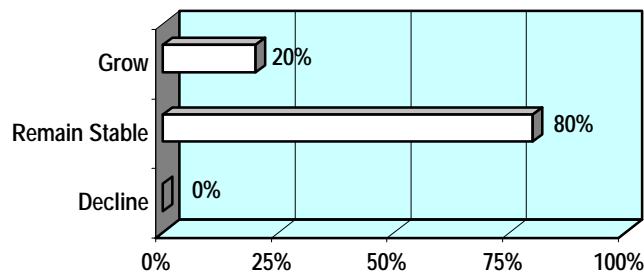
Occupation size: Large
 Projected new jobs: 950
 Openings due to separations: 80
 Projected growth between 1995-2002 is much faster than average, 93.5%.
 (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **some** (36%) vacancies filled over the last 12 months were due to temporary/on call; **some** (31%) filled were due to employees leaving; **some** (26%) filled were due to new positions, and a **few** (7%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (80%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (20%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Recruit via newspaper ads
- Private employment agencies
- Employees' referrals

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Computer and Software Stores
- Prepackaged Software
- Computer Related Services, NEC
- General Medical and Surgical Hospital
- Junior Colleges
- Individual and Family Services
- Local Government

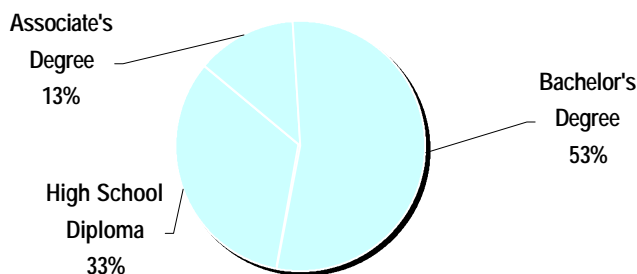
TEACHERS AND INSTRUCTORS – VOCATIONAL EDUCATION

15 Employers Represented

Vocational Education and Training Teachers and Instructors teach or instruct vocational and/or occupational subjects at the post-secondary level (but at less than the baccalaureate) to students who have graduated or left high school. They teach subjects such as business, secretarial science, data processing, trades, or practical nursing. Includes correspondence school instructors; industrial, commercial or government training instructors; and instructors who prepare persons to operate industrial machinery equipment and transportation and communications equipment. They may teach in public or private schools or in schools associated with organizations whose primary business is other than education. **OES Code: 313140**

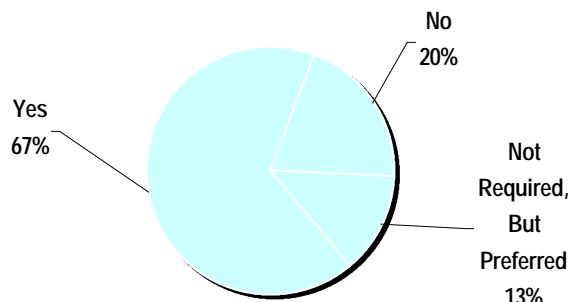
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



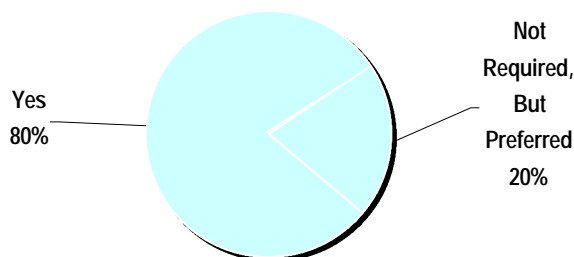
Many (53%) employers report that when hiring, the minimum education required is a Bachelor's Degree.

TRAINING REQUIRED



Most (67%) employers report that training is required prior to employment. **Many** (53%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 15 months Teaching or Teacher Credential, Training, Computer Support and Networking, Field Experience, Vocational Training, College Work, Bachelor's degree, or Graduate School.

PREVIOUS WORK EXPERIENCE REQUIRED



Almost all (80%) employers report that work experience is required. **Most** (73%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 17 months Student Teacher, Teaching (related vocational area), On-the-Job Trainer, Counseling, Care-taking, Accounting, or Special Education.

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Know OSHA safety standards	1.8
Current with new software	1.2
Know California curriculum guidelines	1.1

Physical

Maintain classroom discipline	2.5
Work under pressure	2.3
Ability to stand for prolonged periods of time	1.9

Personal

Problem solving	2.9
Tactful	2.4
Creativity	2.2

Basic

Interpersonal/customer service skills	3.0
Effective instruction techniques	3.0
Decision making skills	2.9

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Education degrees, teaching experience, on-the-job experience, training development, people skills, sales, conflict resolution, leadership, supervision, program development, organization, discipline specific skills, communication, management, flexibility, assertiveness, and administrative skills.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Education and experience in the field, current business office trends, vocational skills, technical presentation skills, and professionalism.

COMPUTER SKILLS SOUGHT:

Most (74%) employers seek word processing; **some** (34%) employers seek database; **many** (40%) employers seek spreadsheet; **some** (27%) employers seek desktop publishing, and **some** (27%) employers seek other (e.g. e-mail, Internet, and Windows NT).

Employers report the following software applications are used: Word, Excel, Access, and Microsoft Publisher.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- See Training Directory

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 1999

TEACHERS AND INSTRUCTORS – VOCATIONAL EDUCATION AND TRAINING

357 Jobs Represented

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.00 - \$10.55	\$ 8.78
New hires, experienced:	\$ 7.00 - \$22.05	\$15.00
Experienced, 3 years with firm:	\$10.00 - \$27.80	\$18.41

<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient Data	
New hires, experienced:	\$17.78 - \$51.14	\$29.59
Experienced, 3 years with firm:	\$21.27 - \$57.53	\$33.29

"**Some** (20%) employers pay bonuses to employees working in this occupation."

OTHER RELEVANT INFORMATION

Hours Worked

Many (50%) employees worked part-time averaging 22 hours a week; **many** (42%) worked full-time averaging 40 hours a week; a **few** (6%) worked temporary/on-call averaging 11 hours a week, and a **few** (2%) worked seasonal averaging 5 hours a week.

Unionization

Some (27%) firms, and **some** (30%) employees are union. Employers report affiliations with the following unions: United Faculty of Contra Costa Community College District, California Teachers Association, National Education Association, and Contra Costa School Employees Association.

Gender

Male (41%), Female (59%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	50%	0%
Dental Insurance	43%	7%
Vision Insurance	29%	0%
Life Insurance	36%	0%
Paid Sick Leave	71%	29%
Paid Vacation	50%	0%
Retirement Plan	21%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Almost all (80%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Supervisor/Manager
- Program Coordinator
- Dean of Education
- Department Chair
- Director (Center, Education, or Training Programs)

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

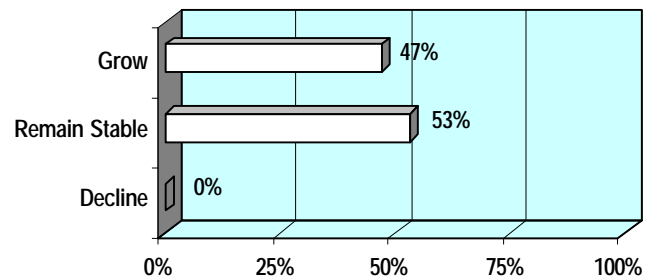
Occupation size: Medium
Projected new jobs: 170
Openings due to separations: 50
Projected growth between 1995-2002 is average, 22.4%.
(Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and qualified applicants, and it is **not difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **many** (48%) vacancies filled over the last 12 months were due to employees leaving; **some** (23%) filled were due to new positions; a **few** (16%) filled were due to promotions, and a **few** (13%) filled were due to temporary/on-call positions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Many (53%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **many** (47%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- In-house promotion or transfer
- Employee referrals

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Tax Return Preparation Services
- Schools, Elementary and Secondary
- Colleges, Community and Technical Institutes
- Schools, Business and Secretarial
- Schools, Vocational, N.E.C.
- Job Training and Vocational Rehabilitation Services

Related **Dictionary of Occupational Titles (DOT) Code:**

239.227-010, 621.221-010, 788.222-010, 789.222-010, 919.223-010

For more information, see COG #404

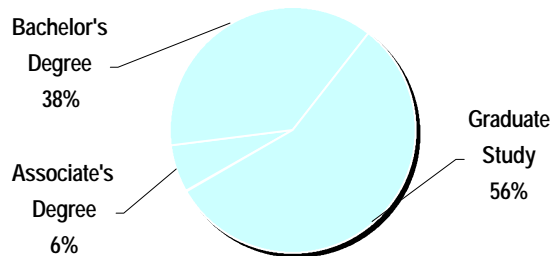
TEACHERS – ELEMENTARY SCHOOL

16 Employers Represented

Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social, and other formative skills. Does not include special education teachers who teach only handicapped pupils. **OES Code: 313050**

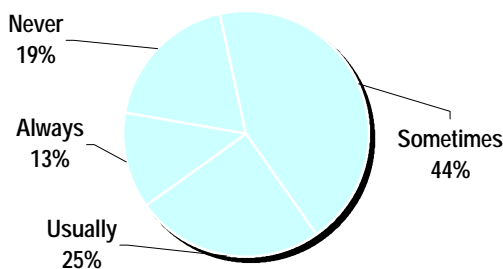
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



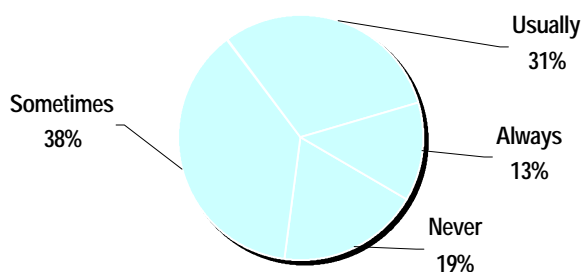
Many (56%) employers report that recent new hires have completed Graduate Study.

TRAINING SUBSTITUTING EXPERIENCE



Many (44%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** Teaching Credential - State of California, or Montessori Certification.

PREVIOUS WORK EXPERIENCE REQUIRED



Some (38%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 6 to 12 months Student Teaching, Classroom Teaching, Instructing, or Child Development.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%,
Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Classroom management skills	3.0
Ability to design a lesson plan	3.0
Ability to maintain a schedule	3.0
Ability to express a concept in more than one manner or through multiple analogies (integrated learning techniques)	3.0
Disciplinary skills	3.0
Record keeping skills	2.9
Possession of a state teachers' certificate	2.9
Ability to understand the needs of an individual	2.9
Ability to write effectively	2.8
Problem solving skills	2.7
Ability to administer emergency first aid	2.3
Supervisory skills	1.8

Basic

Basic math skills including algebra	2.6
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Personal

Possession of a clean police record	3.0
Ability to exercise patience	3.0
Ability to work under pressure	3.0
Understanding a variety of cultures	2.9

ADDITIONAL QUALIFICATIONS DESIRED:

Clear sense of values, good, kind and caring work ethic, like children, hard worker, smart, understand people, able to relate to students, parents and other staff, advocate for students, outstanding people skills, ability to work in a group, honesty, and a sense of humor.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Strong reading and writing skills, ability to think quickly on feet, computer/brain compatibility, administrative supervision, and ability to teach and improve teaching skills.

COMPUTER SKILLS SOUGHT:

All (100%) seek word processing; **many** (50%) seek spreadsheet; **many** (50%) seek desktop publishing, and **some** (38%) seek database.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Chapman University
- Contra Costa College
- California State University, Hayward – Contra Costa Campus
- John F. Kennedy University
- St. Mary's College

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$11.37 - \$13.90	\$12.64
New hires, experienced:	\$12.56 - \$18.69	\$14.86
Experienced, 3 years with firm:	\$13.83 - \$25.65	\$16.31

Non-Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.00 - \$14.38	\$10.00
New hires, experienced:	\$ 7.00 - \$16.78	\$13.19
Experienced, 3 years with firm:	\$11.00 - \$19.18	\$15.58

(Out of 16 firms responding, 6 are union.)

HOURS WORKED

Almost all (86%) employees worked full-time; a **few** (8%) worked part-time, and a **few** (6%) worked temporary/on call.

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	38%
Dental Insurance	94%	38%
Vision Insurance	69%	25%
Life Insurance	38%	19%
Paid Sick Leave	94%	25%
Paid Vacation	44%	25%
Retirement Plan	56%	19%
Child Care	19%	13%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Head Teacher
- Director
- Administration
- Vice Principal
- Principal

Related **Dictionary of Occupational Titles (DOT) Code:**
092.227-010

For more information, see COG #10

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

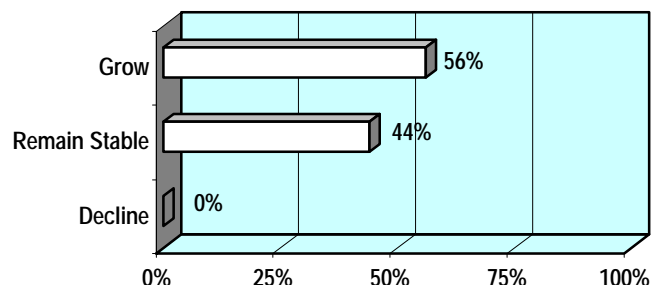
Occupation size: Very Large
 Projected new jobs: 335
 Openings due to separations: 610
 Projected growth between 1994-2001 is slower than average, 7.6%.
 (Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (48%) vacancies filled over the last 12 months were due to new positions; **many** (43%) filled were due to employees leaving; a **few** (6%) filled were due to promotions, and a **few** (3%) filled were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Many (56%) employers responding expect this occupation's employment to grow over the next 3 years, and **many** (44%) expect it to remain stable.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top four resources:

- Newspaper ads
- Employees' referrals
- In-house promotion or transfer
- Private school referrals

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Elementary Schools
- School Districts

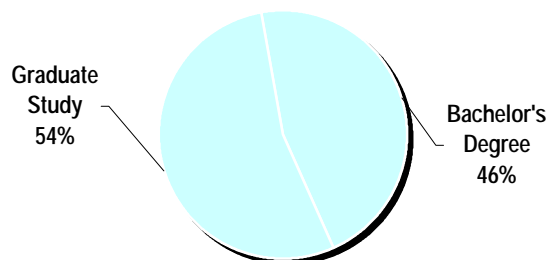
TEACHERS – SECONDARY SCHOOL

13 Employers Represented

Secondary School Teachers instruct students in public or private high schools in one or more subjects, such as English, mathematics, or social studies. Does not include vocational high school teachers. Does not include special education teachers who teach only students with disabilities.
OES Code: 313080

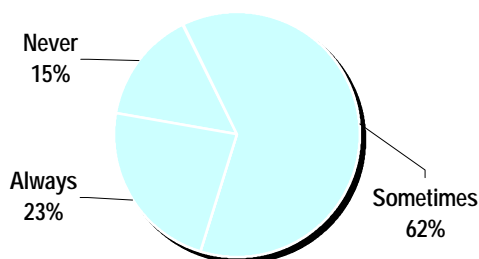
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



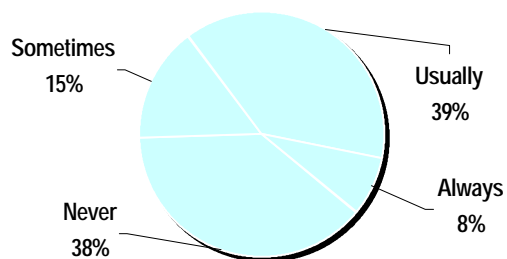
Many (54%) employers report that recent new hires have completed Graduate Study.

TRAINING SUBSTITUTING EXPERIENCE



Most (62%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** Teaching Credential - State of California.

PREVIOUS WORK EXPERIENCE REQUIRED



Some (39%) employers report that work experience is usually required. **Desired work experience when acceptable:** 12 to 36 months Student Teaching, or Classroom Teaching.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%,
Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Classroom management skills	3.0
Ability to design a lesson plan	3.0
Ability to express a concept in more than one manner or through multiple analogies (integrated learning techniques	3.0
Possession of a state teachers' certificate	3.0
Ability to understand the needs of an individual	2.9
Disciplinary skills	2.9
Ability to maintain a schedule	2.9
Ability to write effectively	2.9
Problem solving skills	2.8
Good public speaking skills	2.8
Record keeping skills	2.5
Ability to perform advanced mathematical computations	2.2
Ability to administer emergency first aid	2.0
Supervisory skills	2.0

Basic

Basic math skills including algebra	2.6
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Personal

Ability to work under pressure	3.0
Ability to exercise patience	2.9
Possession of a clean police record	2.9
Understanding of a variety of cultures	2.7

ADDITIONAL QUALIFICATIONS DESIRED:

Dedicated, committed, like children, nice, cooperative, and flexible.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

CLAD Credentials, upgraded computer skills, and management skills.

COMPUTER SKILLS SOUGHT:

Most (71%) seek word processing; **many** (43%) seek desktop publishing, and **some** (29%) seek spreadsheet.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- California State University, Hayward – Contra Costa Campus
- Chapman University
- John F. Kennedy University

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$11.70 - \$13.90	\$11.99
New hires, experienced:	\$11.99 - \$13.90	\$12.61
Experienced, 3 years with firm:	\$12.85 - \$16.78	\$14.38

<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$12.47 - \$15.70	\$13.43
New hires, experienced:	\$12.64 - \$18.70	\$14.54
Experienced, 3 years with firm:	\$14.43 - \$20.91	\$16.32

(Out of 13 firms responding, 9 are union.)

HOURS WORKED

Almost all (86%) employees worked full-time; a **few** (8%) worked temporary/on call, and a **few** (7%) worked part-time.

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	38%
Dental Insurance	100%	46%
Vision Insurance	92%	38%
Life Insurance	54%	15%
Paid Sick Leave	92%	15%
Paid Vacation	31%	15%
Retirement Plan	92%	46%
Child Care	8%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Administration
- Counseling

Related **Dictionary of Occupational Titles (DOT) Code:**
091.227-010

For more information, see COG #57

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

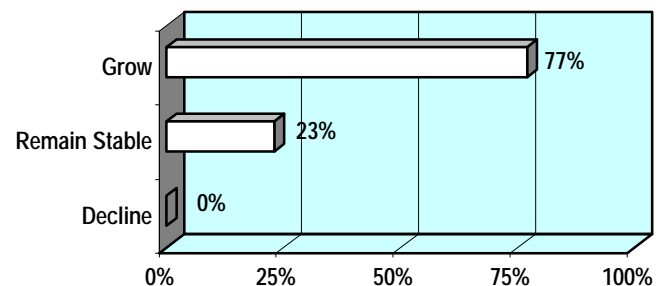
Occupation size: Very Large
 Projected new jobs: 408
 Openings due to separations: 801
 Projected growth between 1994-2001 is slower than average, 9.6%.
 (Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (48%) vacancies filled over the last 12 months were due to new positions; **some** (35%) filled were due to employees leaving; a **few** (13%) filled were due to temporary/on call, and a **few** (4%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (77%) employers responding expect this occupation's employment to grow over the next 3 years, and **some** (23%) expect it to remain stable.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- Newspaper ads
- In-house promotion or transfer

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Secondary Schools

TELECOMMUNICATIONS ENGINEERS

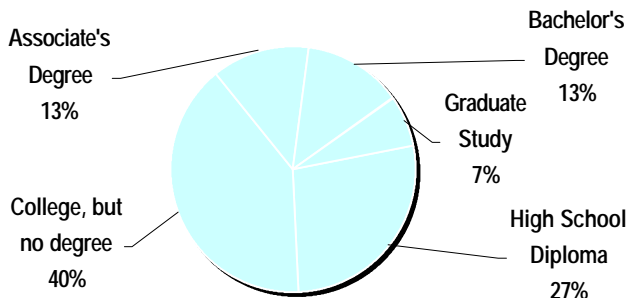
15 Employers Represented

Telecommunications Engineers is a term for engineers working in the telecommunications industry. Some of their specialties include Analog design and layout; audio acoustics and development; software (embedded) design, application and testing, and hardware design.

Non OES Code: 003061999

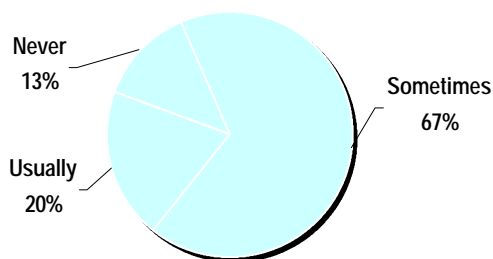
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



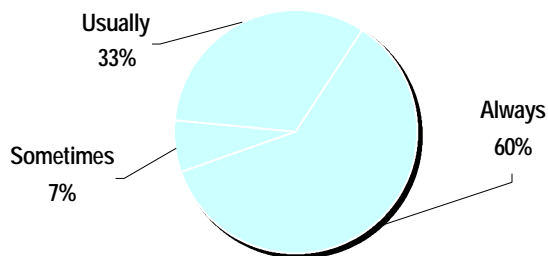
Many (40%) employers report that recent new hires have completed some College, but no degree.

TRAINING SUBSTITUTING EXPERIENCE



Most (67%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 24 to 36 months Network or Field Technician, Cable Installer, Systems or Project Manager, Telecommunications or Design Engineer, CNE/CNA, or AS or BS degree in Computer Science.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (60%) employers report that work experience is always required. **Desired work experience when acceptable** 12 to 24 months Telecommunications Technician, Systems Manager, or Electronic/Communications/Cable Equipment Installer.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Knowledge of telecommunications equipment operating systems, terminology, and systems	2.6
Knowledge of tools and techniques necessary to complete the work	2.0
Process Management skills	1.8
Project Management skills	1.8
Workgroup coordination skills	1.0
Knowledge of business strategies, tactics, processes organizations and planning	0.9
Knowledge of manufacturing methods	0.8
Marketing skills	0.4
"Expert" knowledge base	0.3
Risk management skills	0.3

Personal

Skills for managing oneself and relationships with others	3.0
Attention to detail	1.3
Flexibility	1.2

Basic

Listening skills	2.7
Problem solving skills	2.1
Record keeping skills	2.0
Time management skills	2.0
Knowledge of industry specific strategies	1.9
Presentation skills	1.7
Writing skills	0.7

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Work independently, customer/people skills, estimating and budgeting, business applications, risk and project management.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

HTML Publishing, network systems skills, data entry/analysis, CAD, Category 5 Wiring, and fiber optics.

COMPUTER SKILLS SOUGHT:

Almost all (83%) seek word processing; **almost all** (83%) seek spreadsheet; **most** (67%) seek database; a **few** (17%) seek desktop publishing, and **some** (43%) seek other (e.g. Visio and CAD).

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Heald College - School of Technology
- University of California, Berkeley Extension

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$19.18	\$ 8.50
New hires, experienced:	\$10.00 - \$26.37	\$18.00
Experienced, 3 years with firm:	\$12.00 - \$40.76	\$26.37

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (96%) employees worked full-time averaging 40 hours a week; a **few** (3%) worked part-time averaging 18 hours a week, and a **few** (2%) worked temporary/on call averaging 12 hours a week.

Unionization

A **few** (7%) firms, and a **few** (1%) employees are union.

Gender

Male (92%), Female (8%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	7%
Dental Insurance	60%	0%
Vision Insurance	47%	0%
Life Insurance	40%	0%
Paid Sick Leave	60%	7%
Paid Vacation	73%	7%
Retirement Plan	53%	13%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Management
- Senior Engineer

Related Dictionary of Occupational Titles (DOT) Code:

None

For more information, see COG #N/A

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

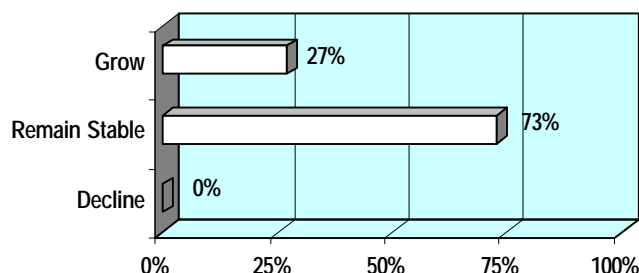
Occupation size: Data Not Available
 Projected new jobs: Data Not Available
 Openings due to separations: Data Not Available
 Projected growth between 1995-2002 Data Not Available
 (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced applicants and inexperienced applicants that meet their hiring standards.

Employers report **many** (46%) vacancies filled over the last 12 months were due to new positions; **some** (37%) filled were due to employees leaving; a **few** (15%) filled were due to temporary/on call, and a **few** (2%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (73%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (27%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top four resources:

- Private school or program referrals
- Public school referrals
- Newspaper ads
- Other: Internet and job fairs

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Electrical Work
- Radio, TV Communications Equipment
- Communications Equipment, NEC
- Electronic Parts and Equipment
- Engineering Services
- Local Government

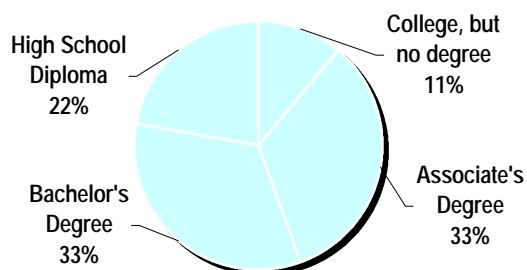
TELECOMMUNICATIONS TECHNICIANS

9 Employers Represented

Telecommunications Technicians install, test, maintain, troubleshoot, and repair a wide variety of telecommunications equipment used for transmitting voices and data across long distances. **Non-OES Code: 031262996**

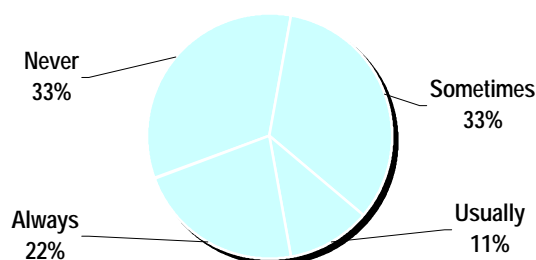
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



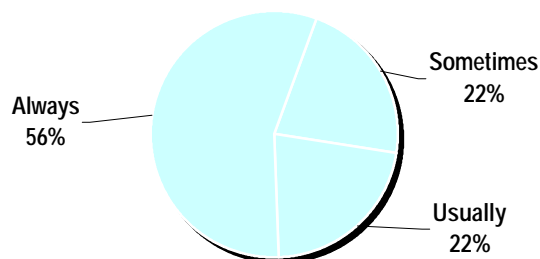
Some (33%) employers report that recent new hires have completed their Associate's degree, and **some** (33%) have completed their Bachelor's degree.

TRAINING SUBSTITUTING EXPERIENCE



Some (33%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 12 months On-the-Job Training, Vocational/Technical School Program, Certified Network Engineer (CNE) Certificate, or Certified Network Analyst (CNA) Certificate.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (56%) employers report that work experience is always required. **Desired work experience when acceptable:** 12 to 24 months Electronic Technician, Computer Technician, Network Technician, Installation Technician, Network Analyst, Systems Manager, Web Master, or Field Service Representative.

Key Terms:

All = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%,

Many = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Troubleshooting skills	3.0
Knowledge of current telecommunications equipment,	
Operating systems, terminology and systems	2.9
Knowledge of system integration	2.9
Understanding of local/wide (LAN/WAN) area networks	2.7
Knowledge of circuit/hardware design	2.7
Knowledge of microcomputer hardware systems	2.5
Knowledge of integrated voice/data systems	2.4
Knowledge of Internet, Ethernet, ATM, UNIX	2.0

Physical

Ability to stand continuously for 2 or more hours	1.7
Ability to sit continuously for 2 or more hours	1.5
Ability to lift at least 50 pounds	1.2
Ability to pass a pre-employment medical exam	1.2
Ability to do strenuous, physically demanding work	1.1

Basic

Ability to work independently	3.0
Ability to work as part of a team	3.0
Ability to perform basic mathematical calculations	2.8
Verbal communication skills	2.7
English grammar and spelling skills	2.4
Ability to perform routine, repetitive work	2.3

Personal

Attention to detail	3.0
Ability to handle crisis situations	3.0
Ability to work under pressure	2.9
Problem solving skills	2.9
Record keeping skills	2.8
Organizational and time management skills	2.8
Possess good DMV driving record	1.6
Supervisory skills	1.6
Multi-cultural familiarity	1.5
Willingness to participate in drug testing	1.4
Ability to plan and organize the work of others	1.4

ADDITIONAL QUALIFICATIONS DESIRED:

Reliable, salesmanship, and dedication to duties.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Wide Area Network (WAN).

COMPUTER SKILLS SOUGHT:

Almost all (83%) seek database; **most** (67%) seek spreadsheet; **most** (67%) seek word processing, and a **few** (17%) seek desktop publishing.

Contra Costa County, 1997

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.00 - \$18.22	\$ 8.63
New hires, experienced:	\$ 8.00 - \$28.77	\$17.26
Experienced, 3 years with firm:	\$ 9.75 - \$38.36	\$21.58

(Out of 9 firms responding, all answered this question.)

HOURS WORKED

Almost all (84%) employees worked full-time; a **few** (14%) worked part-time, and a **few** (3%) worked temporary/on call.

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	0%
Dental Insurance	78%	0%
Vision Insurance	33%	0%
Life Insurance	22%	0%
Paid Sick Leave	100%	0%
Paid Vacation	100%	0%
Retirement Plan	78%	0%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Field Service Supervisor
- Telecommunications Engineer
- Systems Engineer
- Senior Network Administrator

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Heald School of Technology
- University of California, Berkeley - Extension
- Worldwide Educational Services, Inc.

Related **Dictionary of Occupational Titles (DOT) Code:**
729.381-022, 729.684-038

For more information, see COG #N/A

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 – 2001

Occupation size: Small
Projected new jobs: 208
Openings due to separations: 25
Projected growth between 1994-2001 is much faster than average, 66.2%.

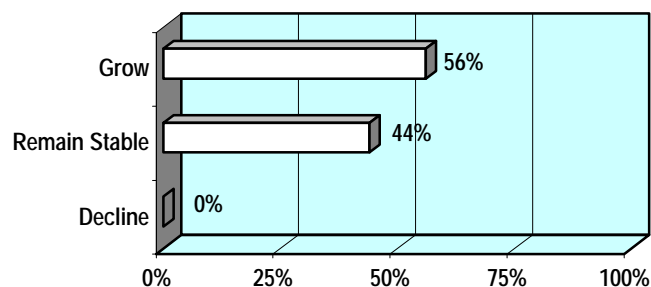
(Average growth between 1994 – 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (40%) vacancies filled over the last 12 months were due to new positions; **some** (33%) filled were due to promotions; a **few** (13%) filled were due to employees leaving, and a **few** (13%) filled were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Many (56%) employers responding expect this occupation's employment to grow over the next 3 years, and **many** (44%) expect it to remain stable.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Newspaper ads
- Private employment agencies
- In-house promotion or transfer

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Radiotelephone Communications
- Amusement and Recreation
- Electrical Work
- Local Government
- Electronic Parts and Equipment
- Offices and Clinics of Medical Doctors

TELEMARKETERS, NEWS AND STREET VENDORS, TELEPHONE

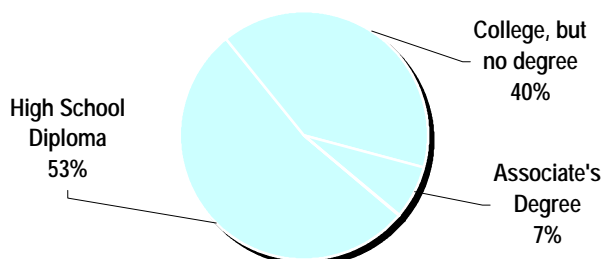
SOLICITORS, DOOR-TO-DOOR SALES WORKERS, AND RELATED WORKERS

15 Employers Represented

News and Street Vendors, Telephone Solicitors, Door-to-Door Sales Workers and Other Related Workers deliver newspapers to subscribers; solicit orders for merchandise or service over the telephone; or sell products, such as food and jewelry on the street, door-to-door, or at places of recreation and amusement. **OES Code: 490260**

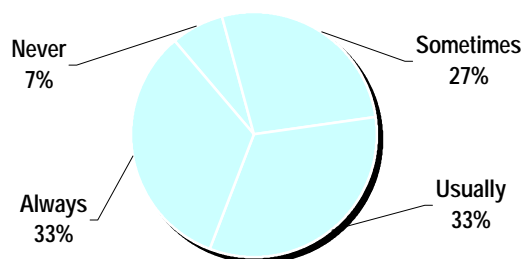
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



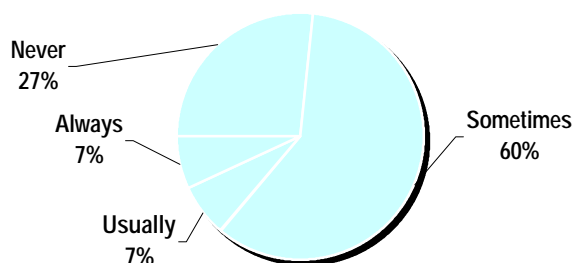
Many (53%) employers report that recent new hires have completed High School or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Some (33%) employers state that training is usually accepted as a substitute for experience. **Desired training when acceptable:** 6 to 12 months Sales, Telephone Sales, Telemarketing, Research, or Keyboarding.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (60%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 6 to 12 months Sales, Telephone Sales, Telemarketing, Data Processing, or Research.

Key Terms:

All = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%,
Many = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Record keeping skills 2.2

Physical

Ability to sit continuously for 2 or more hours 2.7

Ability to stand continuously for 2 or more hours 0.2

Basic

Verbal communication skills 3.0

Ability to perform routine, repetitive work 2.9

Ability to work as part of a team 2.8

English grammar and spelling skills 2.3

Ability to work independently 2.0

Writing skills 2.0

Ability to perform basic mathematical calculations 2.0

Personal

Attention to detail 2.8

Organizational skills 2.8

Time management skills 2.8

Ability to work under pressure 2.8

Problem solving skills 2.4

Multi-cultural familiarity 1.7

ADDITIONAL QUALIFICATIONS DESIRED:

Good attendance, outgoing, assertive, detail oriented, team player, product supporter, courteous manner, good speaking voice, professional attitude, and friendly.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Proper language and grammar, telephone communications, and telephone etiquette.

COMPUTER SKILLS SOUGHT:

All (100%) seek database; **some** (30%) seek word processing, and a **few** (10%) seek spreadsheet.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Continental Training Center
- Contra Costa College
- Diablo Valley College
- East Bay Institute of Business and Legal Training
- Heald College School of Business
- Los Medanos College
- Martinez Adult School, Technical Center
- Mt. Diablo Adult Education, Loma Vista
- Regional Occupational Program
- West Contra Costa Adult Education

Contra Costa County, 1997

TELEMARKETERS, NEWS AND STREET VENDORS, TELEPHONE

420 Jobs Represented

SOLICITORS, DOOR-TO-DOOR SALES WORKERS, AND RELATED WORKERS

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.15 - \$10.00	\$ 6.00
New hires, experienced:	\$ 5.15 - \$10.00	\$ 6.00
Experienced, 3 years with firm:	\$ 5.15 - \$13.00	\$ 7.58

(Out of 15 firms responding, all answered this question.)

"Almost all (80%) firms also pay commission to employees working in this occupation."

HOURS WORKED

Almost all (86%) employees worked part-time, and a **few** (14%) worked full-time.

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	91%	18%
Dental Insurance	73%	18%
Vision Insurance	36%	18%
Life Insurance	9%	18%
Paid Sick Leave	82%	0%
Paid Vacation	73%	0%
Retirement Plan	0%	0%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Team Leader
- Supervision
- Management

Related **Dictionary of Occupational Titles (DOT) Code:**
299.357-014

For more information, see COG #N/A

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1994 - 2001

Occupation size: Medium

Projected new jobs: 152

Openings due to separations: 147

Projected growth between 1994-2001 is much faster than average, 21.6%.

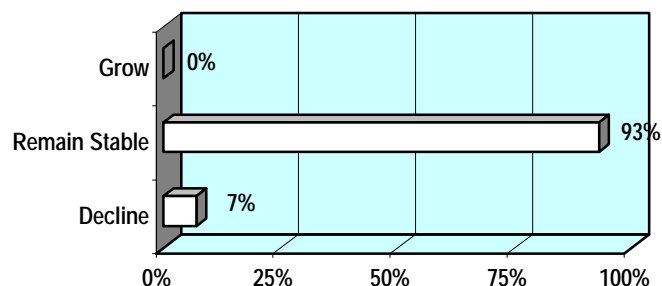
(Average growth between 1994 - 2001 of all nonagricultural occupations in Contra Costa County is projected to be 12.2%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **almost all** (92%) vacancies filled over the last 12 months were due to employees leaving; a **few** (5%) filled were due to new positions, and a **few** (3%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (93%) employers responding expect this occupation's employment to remain stable over the next 3 years, and a **few** (7%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- Newspaper ads
- Hire unsolicited applicants

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Direct Selling Establishments
- Newspapers
- Commercial, Non-Physical Research

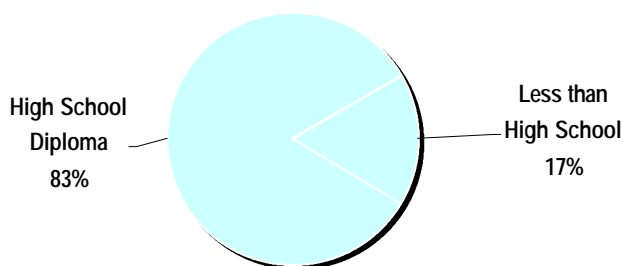
TELEPHONE AND CABLE T.V. LINE INSTALLERS AND REPAIRERS

6 Employers Represented

Telephone and Cable TV Line Installers and Repairers install and repair telephone and telegraph lines, television distribution cables, poles, and related equipment such as supports, insulation, and guywire systems. Other duties include locating and repairing defects in existing systems, and placing, rearranging, and removing underground or aerial cables. **OES Code: 857020**

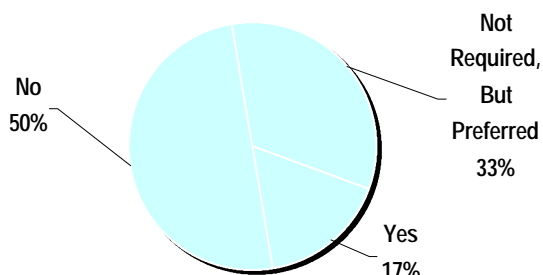
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



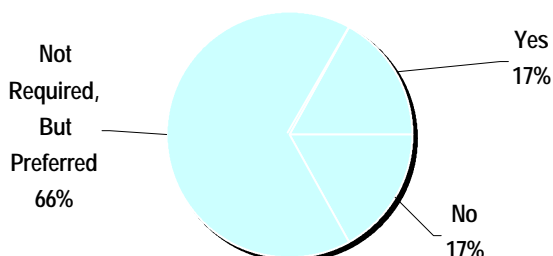
Almost all (83%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



A **few** (17%) employers report that training is required prior to employment. **Most** (60%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 3 months Repair Technician, Voice and Data Cabling Apprentice, or On-the-Job training.

PREVIOUS WORK EXPERIENCE REQUIRED



A **few** (17%) employers report that work experience is required. **All** (100%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 16 months Microwave Repair Technician, Journey-level Experience, Technician, Construction, or Data Fire Alarm.

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to use hand tools	2.8
Ability to read blueprints and schematics	2.5
Ability to operate electric testing equipment	2.2
Application of laser technology	1.5
Ability to operate trenching machines	1.0

Physical

Ability to crawl under buildings	2.7
Good eyesight and color perceptions	2.5
Ability to climb poles	1.3

Personal

Ability to work independently	3.0
Ability to work under close supervision	2.7
Willingness to work on-call	2.5

Basic

Oral communication skills	3.0
Ability to read and follow instructions	3.0
Basic math skills	2.3

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Troubleshooting, technical, oral communication, written communication, customer service, honesty, reliability, hardworking, and math skills.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Communication, honesty, technical, customer service, written communication, on-the-job skills, and ability to work as a team.

COMPUTER SKILLS SOUGHT:

None

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Bay Area Apprenticeship Coordinators Association
- Worldwide Educational Services

Key Terms:

All = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%,
Many = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

Contra Costa County, 1999

TELEPHONE AND CABLE T.V. LINE INSTALLERS AND REPAIRERS

65 Jobs Represented

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$10.00 - \$12.00	\$11.00
New hires, experienced:	\$12.00 - \$15.00	\$13.50
Experienced, 3 years with firm:	\$15.00 - \$18.00	\$16.50

<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$11.31	\$ 9.75
New hires, experienced:	\$ 9.00 - \$18.80	\$14.54
Experienced, 3 years with firm:	\$12.00 - \$25.00	\$18.15

"**Some** (33%) employers pay bonuses to employees working in this occupation."

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (82%) employees worked full-time averaging 45 hours a week; a **few** (12%) worked temporary/on-call averaging 33 hours a week; a **few** (3%) worked part-time averaging 10 hours a week, and a **few** (3%) worked seasonal averaging 40 hours a week.

Unionization

Most (67%) firms, and **most** (75%) employees are union. Employers report affiliations with the following unions: International Brotherhood of Electrical Workers Local 302, and Public Employees' Union Local 1.

Gender

Male (98%), Female (2%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	67%	0%
Dental Insurance	33%	0%
Vision Insurance	33%	0%
Life Insurance	17%	0%
Paid Sick Leave	17%	0%
Paid Vacation	33%	0%
Retirement Plan	33%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Almost all (83%) employers report that they promote employees. Responding employers listed the following positions as promotional opportunities:

- Management
- Lead Telephone Technician or Senior Technician
- Engineer
- Superintendent
- Estimator
- Installer

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 - 2002

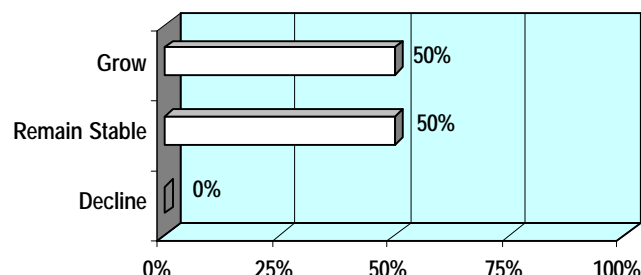
Occupation size: Medium
Projected new jobs: 90
Openings due to separations: 70
Projected growth between 1995-2002 is slower than average, 14.5%. (Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and qualified applicants, and it is **moderately difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **some** (39%) vacancies filled over the last 12 months were due to new positions; **some** (39%) filled were due to temporary/on-call positions; a **few** (17%) filled were due to employees leaving, and a **few** (4%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Many (50%) employers responding expect this occupation's employment to grow over the next 2 years, and **many** (50%) expect it to remain stable.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employees' referrals
- Union hall referrals
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Cable and Other Pay Television Services
- Radio, Television and Consumer Electronics Stores
- Contractors, Electrical Work
- Cable and Other Pay Television Services

Related **Dictionary of Occupational Titles (DOT) Code:**
821.281-010, 822.381-014

For more information, see COG #N/A

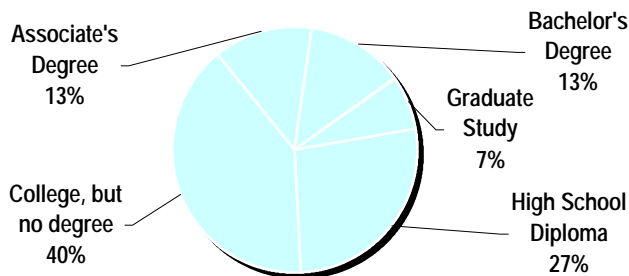
TRAFFIC, SHIPPING, AND RECEIVING CLERKS

15 Employers Represented

Traffic, Shipping, and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying, and recording incoming merchandise or material; and arranging for the transportation of products. Does not include Stock Clerks, and workers whose primary duties involve weighing and checking. **OES Code: 580280**

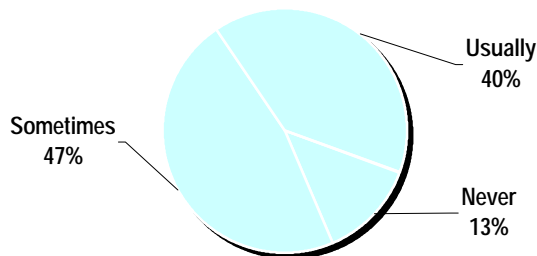
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



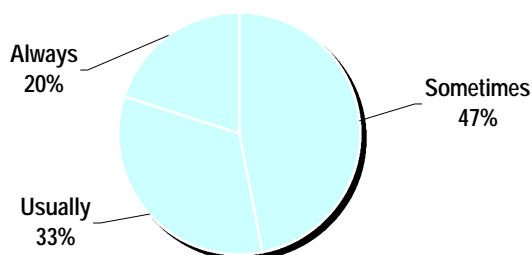
Almost all (93%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Many (47%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 3 to 6 months Forklift Operator, Shipping and Receiving, Warehouse Worker, Administrative, or Basic Computer.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (47%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 6 to 12 months Shipping and Receiving Clerk, Warehouse Worker, Material Handler, Forklift Driver, Distribution Clerk, Mail Clerk, or Traffic Clerk.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Record keeping skills	2.8
Understanding of inventory techniques	1.7
Ability to operate a forklift	1.6
Possession of a valid driver's license	1.6
Ability to plan and organize the work of others	1.5
Ability to use a calculator	1.0
Ability to write effectively	1.0
Problem solving skills	1.0
Ability to use the U.S. and private parcel post service	0.4

Physical

Ability to lift at least 60 pounds	1.8
Ability to stand continuously for 2 or more hours	1.7

Personal

Ability to work independently	3.0
Ability to interact well with others	3.0
Ability to work under pressure	2.9
Willingness to work with close supervision	2.8

Basic

Ability to follow oral instructions	3.0
Ability to read and follow instructions	3.0
Ability to write legibly	2.8
Oral communications skills	2.8
Basic math skills	2.2

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Managing, motivation, good math, good character, salesmanship, computer, people, Class A driver's license, enhanced problem solving analysis, decision making, and critical thinking.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Enhanced spreadsheet, forklift certification, computer experience, software upgrades, and bar coding.

COMPUTER SKILLS SOUGHT:

Most (60%) seek word processing; **almost all** (80%) seek spreadsheet; **most** (60%) seek database, and **some** (20%) seek other (e.g. basic computer knowledge).

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Mt. Diablo Vocational Services Training

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.00 - \$16.22	\$ 9.99
New hires, experienced:	\$ 6.00 - \$18.85	\$12.15
Experienced, 3 years with firm:	\$ 7.50 - \$22.91	\$14.50

*Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision."

OTHER RELEVANT INFORMATION

Hours Worked

Most (67%) employees worked full-time averaging 40 hours a week; **some** (30%) worked part-time averaging 20 hours a week, and a **few** (3%) worked temporary/on call averaging 15 hours a week.

Unionization

None reported.

Gender

Male (76%), Female (24%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	0%
Dental Insurance	100%	0%
Vision Insurance	67%	0%
Life Insurance	93%	0%
Paid Sick Leave	73%	0%
Paid Vacation	80%	0%
Retirement Plan	73%	0%
Child Care	7%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Driver
- Sales Merchandiser
- Product Planning
- Supervisor
- Manager

Related **Dictionary of Occupational Titles (DOT) Code:**
214.587-014, 219.367-030

For more information, see COG #63

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

Occupation size: Very Large

Projected new jobs: 580

Openings due to separations: 250

Projected growth between 1995 – 2002 is slower than average, 14.8%.

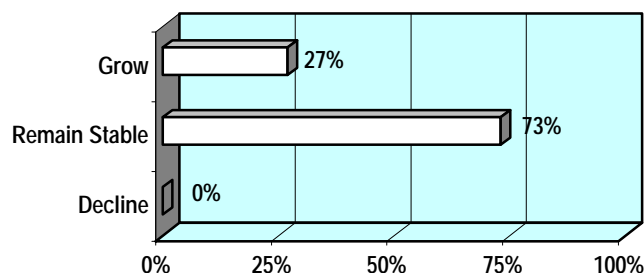
(Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **most** (60%) vacancies filled over the last 12 months were due to employees leaving; a **few** (19%) filled were due to new positions; a **few** (14%) filled were due to promotions, and a **few** (9%) filled were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (73%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (27%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- In-house promotion or transfer
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Gypsum Products
- Metal Coating and Allied Services
- Fabricated Metal Products, NEC
- Electrical Apparatus and Equipment
- Groceries and Related Products, NEC
- Lumber and Other Building Materials
- Department Stores
- Drug Stores and Proprietary Stores
- Building Maintenance Services, NEC
- Local Government

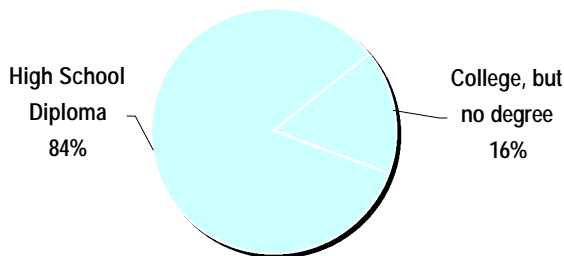
TRUCK DRIVERS – HEAVY OR TRACTOR TRAILER

19 Employers Represented

Heavy or Tractor Trailer Truck Drivers drive tractor-trailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, livestock, or materials in liquid, loose or packaged form. They may be required to unload trucks. **OES Code: 971020**

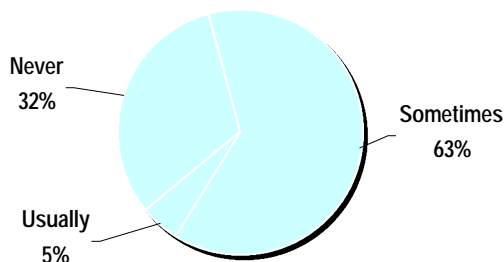
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



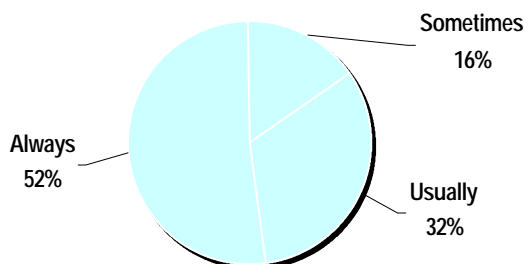
Almost all (84%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Most (63%) employers state that training is *sometimes* accepted as a substitute for experience. **Desired training when acceptable:** 3 to 12 months Class A or B Driver's License, Packer, Loader, Diesel Engine Technology, or Mechanical Training.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (52%) employers report that work experience is always required. **Desired work experience when acceptable:** 12 to 24 months Truck Driver, Hauler, Dock Worker, Service Oiler, or On-the-Job Training.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Possession of a valid Class A driver's license	2.9
Ability to read invoices	2.8
Map reading skills	2.8
Ability to load and unload freight	2.8
Knowledge of local streets	2.8
Record keeping skills	2.0
Possession of a valid Class B driver's license	1.0
Word processing skills	0.9

Physical

Ability to pass a pre-employment medical examination	3.0
Ability to lift at least 75 pounds repeatedly	1.2

Personal

Possession of a good DMV driving record	3.0
Ability to work independently	2.9
Ability to work weekends	2.0

Basic

Ability to read and follow instructions	2.9
Ability to write legibly	2.9
Oral communication skills	2.9
Basic math skills	2.9

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Honesty, good driving record, clean uniform, Class A driver's license, packing, dependable, college degree, ability to adapt to various situations, computer, overall understanding of business, customer service, communication, math, team player, problem solving, sales, analytical, knowledge of equipment, and supervisory.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Reading comprehension, automated trucking equipment, new driving rules, and basic computer.

COMPUTER SKILLS SOUGHT:

Some (25%) seek word processing; **some** (25%) seek spreadsheet, and **many** (50%) seek database.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Class A Truck School

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$12.00	\$ 9.50
New hires, experienced:	\$10.00 - \$17.50	\$12.00
Experienced, 3 years with firm:	\$11.00 - \$20.50	\$15.00
<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$10.74 - \$20.00	\$13.50
New hires, experienced:	\$10.74 - \$21.00	\$20.00
Experienced, 3 years with firm:	\$14.32 - \$21.00	\$20.00

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (80%) employees worked full-time averaging 40 hours a week; a **few** (19%) worked part-time averaging 20 hours a week; a **few** (1%) worked temporary/on call averaging 10 hours a week, and a **few** (1%) worked seasonal averaging 40 hours a week.

Unionization

Some (37%) firms, and **almost all** (87%) employees are union.

Gender

Male (98%), Female (2%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	93%	7%
Dental Insurance	86%	7%
Vision Insurance	43%	0%
Life Insurance	64%	7%
Paid Sick Leave	43%	14%
Paid Vacation	71%	14%
Retirement Plan	64%	7%
Child Care	7%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Sales
- Transportation Supervisor
- Administrative Supervisor
- Manager

Related **Dictionary of Occupational Titles (DOT) Code:**
905.663-014

For more information, see COG #255

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

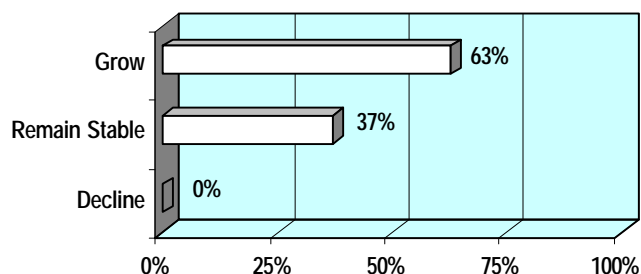
Occupation size: Very Large
 Projected new jobs: 400
 Openings due to separations: 290
 Projected growth between 1995-2002 is slower than average, 4.2%.
 (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced applicants and inexperienced applicants that meet their hiring standards.

Employers report **most** (66%) vacancies filled over the last 12 months were due to employees leaving; a **few** (18%) filled were due to new positions, and a **few** (15%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (63%) employers responding expect this occupation's employment to grow over the next 3 years, and **some** (37%) expect it to remain stable.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- In-house promotion or transfer
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Highway and Street Construction
- Asphalt Paving Mixtures and Blocks
- Ready Mixed Concrete
- Local Trucking Without Storage
- Trucking, Except Local
- Local Trucking with Storage
- Refuse Systems
- Confectionery
- Petroleum Products, NEC
- Hardware Stores
- Drug Stores and Proprietary Stores

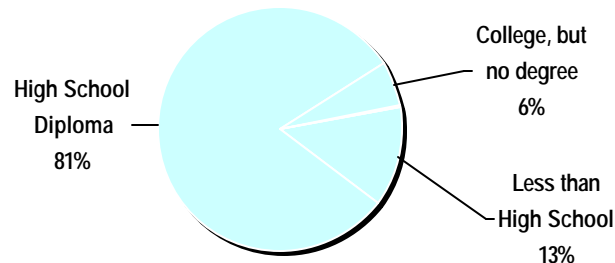
USHERS, LOBBY ATTENDANTS, AND TICKET TAKERS

16 Employers Represented

Ushers, Lobby Attendants, and Ticket Takers assist patrons at entertainment events, such as sporting events and drive-in or motion picture performances. They may assist in finding seats, searching for lost articles, and locating such facilities as restrooms and telephones. They collect admission tickets and passes from patrons. **OES Code: 680210**

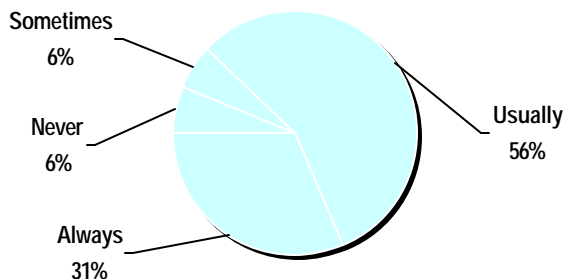
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



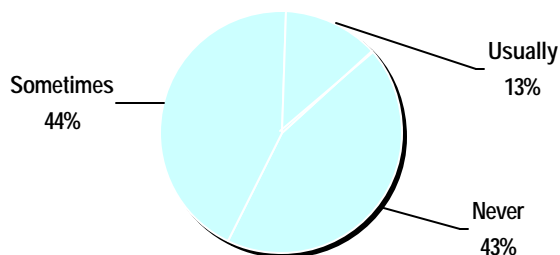
Almost all (81%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Many (56%) employers state that training is usually accepted as a substitute for experience. **Desired training when acceptable:** 6 to 12 months Ticket Taker, Cashier, or Clerical.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (44%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 6 to 12 months Cashier, Customer Service, Cinema Worker, Ticket Taker, or Clerks.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Knowledge of established rules and procedures	2.8
Knowledge of adjusting customer complaints	2.7
Adept at making change	2.5
Able to operate a cash register	1.8
Able to operate a computer	1.5

Physical

Able to work fast	2.6
Full use of arms, hands, and legs	2.4
Strength and endurance	2.3
Able to bend, stoop, lift and carry items	2.3

Personal

Available to work nights, weekends, and holidays	3.0
Neat, well groomed look	2.9
Nice personality	2.8
Available to work a split shift	2.3

Basic

Able to follow instructions	3.0
Strong customer relations skills	2.6
Able to remain calm in hectic situations	2.6
Basic accounting and bookkeeping skills	1.4

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION

Good customer relations, reliability, open availability, bookkeeping, initiative, leadership, ability to train others, assertiveness, cash handling and auditing, merchandising, management, computer, and ability to operate a movie projector.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Projector operation, teaching, and computer.

COMPUTER SKILLS SOUGHT:

All (100%) seek word processing; **many** (50%) seek spreadsheet, and **many** (50%) seek database.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Institutes offering Cashier, Clerical, or Customer Service Programs

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$14.93	\$ 5.75
New hires, experienced:	\$ 5.75 - \$14.93	\$ 5.90
Experienced, 3 years with firm:	\$ 5.98 - \$17.91	\$ 7.08

"Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision."

OTHER RELEVANT INFORMATION

Hours Worked

Many (59%) employees worked part-time averaging 22 hours a week; **some** (27%) worked seasonal averaging 33 hours a week; a **few** (12%) worked full-time averaging 40 hours a week, and a **few** (2%) worked temporary/on call averaging 23 hours a week.

Unionization

None reported.

Gender

Male (50%), Female (50%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	57%	0%
Dental Insurance	57%	0%
Vision Insurance	29%	0%
Life Insurance	29%	0%
Paid Sick Leave	57%	14%
Paid Vacation	86%	14%
Retirement Plan	57%	0%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Technician
- Supervisor
- Assistant Manager
- Manager

Related Dictionary of Occupational Titles (DOT) Code:
344.677-014

For more information, see COG #N/A

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

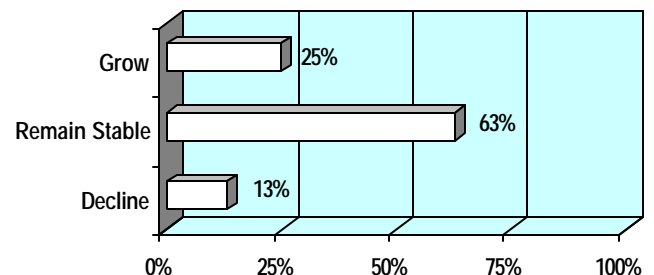
Occupation size: Small
 Projected new jobs: 60
 Openings due to separations: 30
 Projected growth between 1995-2002 is much faster than average, 33.3%.
 (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **most** (63%) vacancies filled over the last 12 months were due to temporary/on call; **some** (24%) filled were due to employees leaving; a **few** (9%) filled were due to new positions, and a **few** (4%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (63%) employers responding expect this occupation's employment to remain stable over the next 3 years; **some** (25%) expect it to grow, and a **few** (13%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top four resources:

- Public school or program referral
- Newspaper ads
- In-house promotion or transfer
- Employees' referrals

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Motion Picture Theaters
- Membership Sports and Recreation Club
- Colleges and Universities
- Amusement and Recreation
- Local Government

Vocational Training Directory

Appendix A includes a directory of local schools and the courses or programs they offer. The course or program most closely related to the occupations studied in 1994, 1995, 1996, 1997, 1998 and 1999 was identified and cited. Please refer to the State Training Inventory (<http://sti.soicc.ca.gov/sti>) for further program information.

Training data was collected in fall and winter of 1999. The validity of this information is based solely on information provided by the training facility. Users of this information are encouraged to contact the training provider to verify the accuracy of the information.

ACCESS USA COMPUTER TRAINING CENTER

1850 Gateway Boulevard, Suite 185

Concord, CA 94520

Phone: (925) 680-4426

Fax: (925) 680-4584

Internet Address: www.accessusa.org

E-Mail Address: accessusa1@earthlink.net

Programs Offered: Business Management & Administrative Services, Other
Business, General
Consumer and Homemaking Education, Other
Business Computer Facilities Operator
General Selling Skills & Sales Operations
Data Processing Technician
Desktop Publishing Equipment Operator
General Office/Clerical and Typing Services
Counselor Education Counseling & Guidance
Services

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	Yes

ACCESS USA COMPUTER TRAINING CENTER

1850 Gateway Boulevard, Suite 185
Concord, CA 94520

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: Bus stops in front of school

School Type: JTPA Programs

Accreditation/Certification: Bureau for Private Post Secondary and
Vocational and Educational Counselors



ACTECH INSTITUTE

1150 Contra Costa Boulevard
Concord, CA 94523

Phone: (925) 685-6327

Fax: (925) 685-6573

Internet Address: N/A

E-Mail Address: amuylia@1x.net.com

Programs Offered: Accounting Technician
Administrative and Secretarial Services, Other
Administrative Assistant/Secretarial Science,
General
Computer and Information Sciences, Other
Computer Engineering Technologist/Technician
Computer Maintenance Technologist/Technician
Computer Systems Analysis
Desktop Publishing

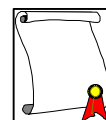
Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	No
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	Yes
	Tutoring Services	No
	Veteran Approved	Yes
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: Less than one block from bus stop

School Type: JTPA Programs

Accreditation/Certification: Bureau for Private Post Secondary and
Vocational Educational Counselors



AMERICAN INSTITUTE OF MASSAGE THERAPY

1952 Tice Valley Boulevard

Walnut Creek, CA 94595 -1625

Phone: (925) 945-8976

Fax: (925) 945-8980

Internet Address: N/A

E-Mail Address: N/A

Programs Offered: Massage

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

AMERICAN INSTITUTE OF MASSAGE THERAPY

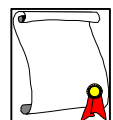
1952 Tice Valley Boulevard
Walnut Creek, CA 94595 -1625

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: Ten minutes to BART

School Type: Private Business and Technical Schools

Accreditation/Certification: Bureau for Private Post Secondary and
Vocational Education



AMERICAN TRUCK SCHOOL

16366 San Pablo Avenue

San Pablo, CA 94806

Phone: (510) 724-0524

Fax: (510) 724-3330

Internet Address: N/A

E-Mail Address: americantruckschool@home.com

Programs Offered: Class A Tractor Trailer Operator
Class B Tractor Trailer Operator

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	Yes

AMERICAN TRUCK SCHOOL

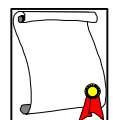
16366 San Pablo Avenue
San Pablo, CA 94806

Services For Students:	Bilingual Services	Yes
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	No
	Tutoring Services	No
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: 2 blocks to bus stop

School Type: Other (Include Job Corps Centers and
Community Based Organizations)

Accreditation/Certification: Bureau for Private Post Secondary and
Vocational Education



ANTIOCH ADULT SCHOOL

820 W. 2nd Street

Antioch, CA 94509

Phone: (925) 706-5481

Fax: (925) 778-5843

Internet Address: www.antioch.k12.ca.us/ausd_alt.html

E-Mail Address: N/A

Programs Offered:

Business Systems Networking & Telecommunication

Water Transportation Workers, Other

Institutional Food Workers and

Administrators, Other

Computer and Information Sciences, General

Medical Assistant

Computer Installer and Repairer

Degrees Offered:	Doctorate	No
	Master's Degree	No
	Bachelor's Degree	No
	Associate Degree	No
	Certificate	Yes
	Diploma	Yes

ANTIOCH ADULT SCHOOL

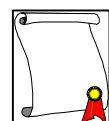
820 W. 2nd Street
Antioch, CA 94509

Services For Students:	Bilingual Services	Yes
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	Yes
	Financial Aid	No
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: Bus stops on site

School Type: Public Adult Schools with Occupational Programs

Accreditation/Certification: Western Association of Schools and Colleges



BAY AREA APPRENTICE COORDINATORS ASSOCIATION

1301 Clay Street, Suite 1090, North
Oakland, CA 94612

Phone: (510) 637-2951

Fax: (510) 637-2953

Internet Address: N/A

E-Mail Address: N/A

Programs Offered: This association is a referral agency

Air Conditioning Mechanics	Machinist, Assembler
Automotive Mechanics	Machinist, Inspector
Auto Repair Trades	Machinist, Machine Repair
Boilermakers	Machinist, Metal Former
Bricklayers	Maintenance Mechanic
Cabinet Makers	Millwrights
Carpenter, Maintenance	Painters (East Bay)
Carpenters	Painters (San Francisco)
Cement Mason	Painters (San Jose)
Culinarian	Pastry Cook
Drywall/Lather	Pile Drivers
Electrician (Alameda/San Mateo)	Pipefitter/Maintenance
Electrician (Napa/Solano)	Plasterers
Electrician (San Francisco)	Plumbers
Electrician, Industrial Maintenance	Refrigeration Filter
Electrician, Industrial Electronics	Roofers
East Bay Carpet	Sheet Metal Worker
Floor Coverings (San Francisco)	Sheet Metal/Maintenance
Glazier	Sprinkler Fitters
Hardwood Floor Layers	Stationary Engineer
Heat & Frost Insulators	Steamfitters/Pipefitters
Hazard Waste Technicians	Surveyors
Insulation Applicators	Tapers
Ironworker (Field)	Tile Finisher
Ironworker (Shop)	Tile Layer
Machinist	Welder, Metal Fabricator

BAY AREA APPRENTICE COORDINATORS ASSOCIATION

1301 Clay Street, Suite 1090, North
Oakland, CA 94612

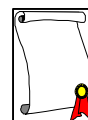
Degrees Offered:	Doctorate	N/A
	Master's Degree	N/A
	Bachelor's Degree	N/A
	Associate Degree	N/A
	Certificate	N/A
	Diploma	N/A

Services For Students:	Bilingual Services	N/A
	Career Development	N/A
	Counseling	N/A
	Distance Learning	N/A
	ESL Courses	N/A
	Financial Aid	N/A
	Financial Counseling	N/A
	Handicapped Accessible	N/A
	Job Placement	N/A
	On-Site Child Care	N/A
	Open Entry/Open Exit	N/A
	Services for Handicapped	N/A
	Tutoring Services	N/A
	Veteran Approved	N/A
	Vocational Assessment	N/A
	Vocational Counseling	N/A

Proximity to Public Transportation: N/A

School Type: N/A

Accreditation/Certification: N/A



BOILERMAKER, LOCAL #549

2191 Piedmont Way
Pittsburg, CA 94564

Phone: (925) 427-4121

Fax: (925) 427-5980

Internet Address: www.boilermakers-549.org

E-Mail Address: otis549@aol.com

Programs Offered: Industrial Equipment Maintenance & Repairers
Welder/Welding Technologist

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

BOILERMAKER, LOCAL #549

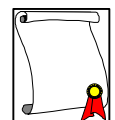
2191 Piedmont Way
Pittsburg, CA 94564

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: 1/2 block to bus stop

School Type: Apprenticeship Programs

Accreditation/Certification: Bureau for Private Post Secondary and
Vocational Education



CALIFORNIA STATE UNIVERSITY, HAYWARD

4700 Ygnacio Valley Road
Concord, CA 94521

Phone: (925) 602-6700

Fax: (925) 602-6750

Internet Address: www.ccc.csuhayward.edu

E-Mail Address: N/A

Programs Offered: Biology, General

Business Administration and Management, Other

Counseling Psychology

Criminal Justice/Law Enforcement Administration

Industrial/Manufacturing Engineering

English Literature (United States)

Human Resources Management

Liberal Arts and Sciences/Liberal Studies

Multimedia

Nursing (R.N. Training)

Office Supervision And Management

Paralegal/Legal Assistant

Pre-Elementary/Early Childhood/Kindergarten

Teacher Education

Psychology, General

Public Administration

Secondary Teacher Education

Special Education, General

Education Administration & Supervision, General

Facilities Maintenance/Management

Degrees Offered: Doctorate	No
Master's Degree	Yes
Bachelor's Degree	Yes

CALIFORNIA STATE UNIVERSITY, HAYWARD

4700 Ygnacio Valley Boulevard
Concord, CA 94521

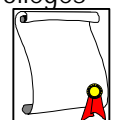
Degrees Offered cont.	Associate Degree	No
	Certificate	Yes
	Diploma	Yes

Services For Students:	Bilingual Services	No
	Career Development	No
	Counseling	Yes
	Distance Learning	Yes
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	No
	Veteran Approved	Yes
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: Bus stops in front of school

School Type: Other (Include Job Corps Centers and
Community Based Organizations)

Accreditation/Certification: Western Association of Schools and Colleges



CENTER FOR PROFESSIONAL INVESTIGATIVE TRAINING

2645 Pleasant Hill

Pleasant Hill, CA 94523

Phone: (925) 927- 6620

Fax: (925) 927- 6624

Internet Address: N/A

E-Mail Address: cpit-office@juno.com

Programs Offered: Security and Loss Prevention Services

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

CENTER FOR PROFESSIONAL INVESTIGATIVE TRAINING

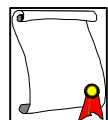
2645 Pleasant Hill
Pleasant Hill, CA 94523

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: Bus stops within 100 feet

School Type: Private Business and Technical Schools

Accreditation/Certification: Bureau for Private Post Secondary and
Vocational Education



CHAPMAN UNIVERSITY ACADEMIC CENTER

2600 Stanwell Drive, Suite 110

Concord, CA 94520

Phone: (925) 980-1407

Fax: (925) 680-7186

Internet Address: www.chapman.edu

E-Mail Address: thisius@chapman.edu

Programs Offered: Computer and Information Sciences, General
Counselor Education Counseling and
Guidance Services
Criminal Justice Studies
Education Administration and
Supervision, General
Education of the Physically Handicapped
Gerontology
Health Professions and Related Sciences, Other
Human Resources Management
Psychology, General
Social Science, General
Teacher Education, Multiple Levels
Teacher Education, Specific Academic
and Vocational Programs, Other

Degrees Offered: Doctorate	No
Master's Degree	Yes
Bachelor's Degree	Yes
Associate Degree	No
Certificate	Yes
Diploma	Yes

CHAPMAN UNIVERSITY ACADEMIC CENTER

2600 Stanwell Drive, Suite 110

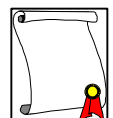
Concord, CA 94520

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	Yes
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accesible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	No
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: 2 blocks to bus stop

School Type: 4 - Year Colleges and Universities

Accreditation/Certification: Western Association of Schools and Colleges



CONTINENTAL TRAINING CENTER

1333 Willow Pass Road, Suite 201

Concord, CA 94520

Phone: (925) 680-2875

Fax: (925) 680-1514

Internet Address: N/A

E-Mail Address: ctcfx@aol.com

Programs Offered: Business and Personal Services Marketing

Operations, Other

Computer and Information Sciences, General

Computer Engineering

Computer Typography and Composition

Equipment Operator

Data Processing Technologist/Technician

Drafting, General

Drafting, Other

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

CONTINENTAL TRAINING CENTER

1333 Willow Pass Road, Suite 201

Concord, CA 94520

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	No
	Handicapped Accesible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: Bus stops in front of school

School Type: JTPA Programs

Accreditation/Certification: Bureau for Private Post Secondary and
Vocational Education



CONTRA COSTA COLLEGE

2600 Mission Bell Drive

San Pablo, CA 94806-3195

Phone: (510) 235-7800

Fax: (510) 236-6768

Internet Address: www.contracosta.cc.ca.us

E-Mail Address: jdiestler@contracosta.cc.ca.us

Programs Offered: Accounting
Administration of Justice - Corrections/Law
Enforcement
Administrative Assistant/Executive Secretary
Afro-American (Black) Studies
Anthropology
Art, General
Auto/automotive Body Repairer
Auto/Automotive Mechanical/Technician
Biological Science
Biotechnology
Business Administration
Business, General
Business Marketing and Marketing Management
Business/Managerial Economics
Certified Nurse's Assistant
Chemistry, General
Child Development, Care and Guidance
Classical Food Preparation
Computer and Information Sciences, General
Computer and Information Sciences, Other
Computer Networking

Programs Offered cont. Computer Programming
Computer Science
Corrections
Culinary Arts and Related Services, Other
Culinary Arts/Chef Training
Dental Assistant
Drafting, General
Economics
Electronics Technician
English Language and Literature, General
French Language and Literature
Geography
History
Industrial Technology
Inspection Technology
Journalism
La Raza Studies
Law Enforcement/Police Science
Liberal Art and Sciences, General Studies and
Humanities, Other
Liberal Studies
Marketing, Merchandising
Materials Technology
Mathematics, Other
Medical Assistant
Medical Transcription
Microcomputer Systems Operations
Music, General

CONTRA COSTA COLLEGE

2600 Mission Bell Drive

San Pablo, CA 94806-3195

Programs Offered cont. Office Information Systems (general office)

Pastry Baking

Physical Education Teaching and Coaching

Physics, General

Political Science, General

Psychology, General

Radiology Technology Certification

Real Estate

Refrigeration and Appliance Repair

Social Sciences, General

Sociology

Spanish Language and Literature

Welder/Welding Technologist

Welding Technology

Word Information Processing

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	Yes
Certificate	Yes
Diploma	No

CONTRA COSTA COLLEGE

2600 Mission Bell Drive
San Pablo, CA 94806-3195

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	Yes
	ESL Courses	Yes
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	Yes
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: Bus stops on site

School Type: Community Colleges
(Credit-bearing programs)

Accreditation/Certification: Western Association of Schools and Colleges



CONTRA COSTA COUNTY REGIONAL OCCUPATIONAL PROGRAM

77 Santa Barbara Road
Pleasant Hill, CA 94523

Phone: (925) 942-3448

Fax: (925) 934-1057

Internet Address: www.cccoe.k12.ca.us

E-Mail Address: lhuntsman@cccoe.k12.ca.us

Programs Offered: Acoustics

Administrative Assistant/Secretarial Science, General

Architectural Engineering Technologist/Technician

Art and Animation

Athletic Training and Sports Medicine

Auto/Automotive Body Repairer

Auto/Automotive Mechanic/Technician

Baker/Pastry Chef

Biotechnology

Business Computer Facilities Operator

Cabinet Maker and Millworker

Carpenter

Child Care and Guidance Workers and Managers,
General

Computer Maintenance Technologist/Technician

Computer Networks

Computer Programming

Cosmetologist

Custodian/Caretaker

Data Processing Technologist/Technician

Desktop Publishing Equipment Operator

Drafting, General

CONTRA COSTA COUNTY REGIONAL OCCUPATIONAL PROGRAM

77 Santa Barbara Road
Pleasant Hill, CA 94523

Programs Offered cont. Electrical, Electronic and Communications Engineer
Technologist/Technician
Financial Services Marketing Operations
Food Caterer
General Marketing Operations
General Office/Clerical and Typing Services
General Teacher Education, Other
Graphic and Printing Equipment Operators, Other
Graphic Design, Commercial Art and Illustration
Health and Medical Laboratory Technologist/
Technician, Other
Health Professions and Related Sciences, Other
Horticulture Services Operations and Management,
Hotel/Motel Services Operations and Management,
Industrial/Manufacturing Technologist/Technician
Institutional Food Workers and Administrators,
Journalism
Machine Shop Assistant
Medical Administrative Assistant/Secretary
Medical Assistant
Medical Office Management
Office Supervision and Management
Photography
Plumber and Pipefitter
Radio and Television Broadcasting Technologist/
Technician
Security and Loss Prevention Services
Sports Medicine
Technology Education/Industrial Arts

CONTRA COSTA COUNTY REGIONAL OCCUPATIONAL PROGRAM

77 Santa Barbara Road

Pleasant Hill, CA 94523

Degrees Offered:	Doctorate	No
	Master's Degree	No
	Bachelor's Degree	No
	Associate Degree	No
	Certificate	Yes
	Diploma	No

Services For Students:	Bilingual Services	Yes
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	Yes
	Vocational Counseling	Yes

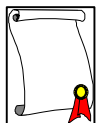
CONTRA COSTA COUNTY REGIONAL OCCUPATIONAL PROGRAM

77 Santa Barbara Road
Pleasant Hill, CA 94523

Proximity to Public Transportation: Bus stops within one block of school

School Type: Public Secondary Schools with Occupational
Programs

Accreditation/Certification: Committee of Bar Examiners of the State Bar of
California
Western Association of Schools and Colleges



CYBER STATE UNIVERSITY

25 Orinda Way

Orinda, CA 94563

Phone: (925) 253-8735

Fax: (925) 299-2388

Internet Address: www.cyberstateu.com

E-Mail Address: sonna@cyberstateu.com

Programs Offered: Computer and Information Sciences, General
Business Systems Networking & Telecommunication
Computer Programming

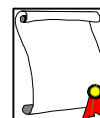
Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	No
	Counseling	No
	Distance Learning	Yes
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	No
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: N/A

School Type: Private Business and Technical Schools

Accreditation/Certification: PIMA Community College



DE LOUX COSMETOLOGY
4330 Clayton Road, Suite I-E
Concord, CA 94521

Phone: (925) 602-1040

Fax: (925) 682-0588

Internet Address: N/A

E-Mail Address: N/A

Programs Offered: Cosmetologist
Barber/Hairstylist

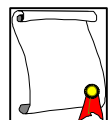
Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

Services For Students:	Bilingual Services	Yes
	Career Development	No
	Counseling	No
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	No
	Veteran Approved	No
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: Bus stops on site

School Type: Private Business and Technical Schools

Accreditation/Certification: Accrediting Commission of Career Schools and
Colleges of Technology



DELTA BEAUTY COLLEGE, INC.

320 H Street

Antioch, CA 94509

Phone: (925) 754-1220

Fax: (925) 754-8134

Internet Address: N/A

E-Mail Address: N/A

Programs Offered: Cosmetologist
Barber/Hairstylist

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	Yes

DELTA BEAUTY COLLEGE, INC.

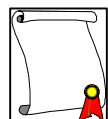
320 H Street
Antioch, CA 94509

Services For Students:	Bilingual Services	Yes
	Career Development	Yes
	Counseling	No
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	No
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: Bus stops on site

School Type: Private Business and Technical Schools

Accreditation/Certification: Board of Barbering and Cosmetology
Council for Private Post Secondary and
Vocational Education



DESIGNS SCHOOL OF COSMETOLOGY

650 El Portal Shopping Center
San Pablo, CA 94806

Phone: (510) 237-2275

Fax: N/A

Internet Address: N/A

E-Mail Address: N/A

Programs Offered: Cosmetologist
Barber/Hairstylist

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

DESIGNS SCHOOL OF COSMETOLOGY

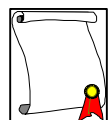
650 El Portal Shopping Center
San Pablo, CA 94806

Services For Students:	Bilingual Services	Yes
	Career Development	No
	Counseling	No
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	Yes
	Tutoring Services	No
	Veteran Approved	Yes
	Vocational Assessment	Yes
	Vocational Counseling	No

Proximity to Public Transportation: 1/2 block from bus stop

School Type: Private Business and Technical Schools

Accreditation/Certification: Bureau for Private Post Secondary
and Vocational Educational



DIABLO VALLEY COLLEGE

321 Golf Club Road

Pleasant Hill, CA 94523

Phone: (925) 685-1230

Fax: (925) 685-1551

Internet Address: www.dvc.edu

E-Mail Address: N/A

Programs Offered: Accounting
Administration of Justice
Administrative Assistant/Secretarial Science,
General
Alcohol/drug Abuse Counseling
Anthropology
Appliance Service Technology
Architecture
Astronomy
Automotive Mechanics
Basic Skills, General
Biological Sciences/Life Sciences, Other
Business Administration and Management, Other
Business, General
Business Systems Networking and
Telecommunications
Career Exploration/Awareness Skills
Carpenter
Chemistry, General
Civil Engineering/Civil Technologist/Technician
Commercial Music
Communications, General

Programs Offered cont. Computer and Information Sciences, General
Computer Science
Construction and Building Finishers and Managers,
Other
Construction Trades, Other
Construction/Building Inspector
Cosmetology
Counseling Psychology
Custodial, Housekeeping and Home Services
Workers and Managers, General
Data Processing Technologist/Technician
Dental Assistant
Dental Hygienist
Dental Laboratory Technician
Desktop Publishing
Drama/Theater Arts, General
Economics, General
Electrical and Electronic Engineering-related
Technologist/Technicians, Other
Electrical and Electronics Equipment Installer
and Repairer, General
Electrical and Power Transmission Installer, Other
Engine Technology
Engineering-Related Technologist/Technician, General
English Language and Literature, General
Environmental and Pollution Control Technologist/
Technician
Family Life and Relations Studies

DIABLO VALLEY COLLEGE

321 Golf Club Road

Pleasant Hill, CA 94523

Programs Offered cont. Fashion Design and Illustration
Film/Video and Photographic Arts, Other
Fine Arts and Art Studies, Other
Fire Technology
Foreign Languages and Literatures, General
General Selling Skills and Sales Operations
Geography
Geology
Graphic Communication
Health and Physical Education, General
Heating, Air Conditioning and Refrigeration Technologist/
Technician
History, General
Horticulture Science
Hotel/Motel and Restaurant Management
Humanities/Humanistic Studies
Institutional Food Services Administrator
Institutional Food Workers and Administrators,
General
Journalism
Juridical Science/ Legal Specialization (ll.m., m.c.l.,
j.s.d./s.j.d.)
Landscaping Operations and Management
Law Enforcement/Police Science
Legal Administrative Assistant/Secretary
Liberal Arts
Library Assistant
Library Science/Librarianship

Programs Offered cont. Machinist/Machine Technologist
Management Science
Mathematics
Music, General
Nutritional Science
Oceanography
Office Supervision and Management
Paramedic (Allied Health)
Philosophy
Photography
Physical Sciences, General
Physics, General
Political Science, General
Pre-Elementary/Early Childhood/Kindergarten
Teacher Education
Psychology, General
Radio and Television Broadcasting
Real Estate
Recording Arts
Registered Nursing
Small Business Operation
Sociology
Speech-Language Pathology and Audiology
Surveying
Travel Marketing
Vocational Nursing
Waiter/Waitress and Dining Room Manager
Welding Technology

DIABLO VALLEY COLLEGE

321 Golf Club Road

Pleasant Hill, CA 94523

Degrees Offered:	Doctorate	No
	Master's Degree	No
	Bachelor's Degree	No
	Associate Degree	Yes
	Certificate	Yes
	Diploma	No

Services For Students:	Bilingual Services	Yes
	Career Development	Yes
	Counseling	Yes
	Distance Learning	Yes
	ESL Courses	Yes
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	Yes
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	Yes
	Vocational Counseling	Yes

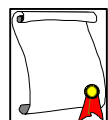
DIABLO VALLEY COLLEGE

321 Golf Club Road
Pleasant Hill, CA 94523

Proximity to Public Transportation: Bus stops on site

School Type: 2-year, Technical, and Community Colleges
(Credit-bearing programs)

Accreditation/Certification: Western Association of Schools and Colleges



EAST BAY INSTITUTE OF BUSINESS AND LEGAL TRAINING

10764 San Pablo Avenue

El Cerrito, CA 94530

Phone: (510) 528-0095

Fax: (510) 528-0599

Internet Address: N/A

E-Mail Address: N/A

Programs Offered: Accounting, Other
Computer and Information Sciences, General
Legal Administrative Assistant/Secretary
Paralegal/Legal Assistant

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

EAST BAY INSTITUTE OF BUSINESS AND LEGAL TRAINING

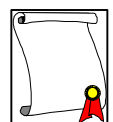
10764 San Pablo Avenue
El Cerrito, CA 94530

Services For Students:	Bilingual Services	Yes
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: Bus stops on site

School Type: JTPA Programs

Accreditation/Certification: Bureau for Private Post Secondary
and Vocational Education



FREDERICK W. TAYLOR UNIVERSITY

346 Rheem Boulevard, Suite 203

Moraga, CA 94556

Phone: (925) 376-0900

Fax: (925) 376-0908

Internet Address: www.ftu.edu

E-Mail Address: admissions@ftu.edu

Programs Offered: Accounting

Business Administration and Management, General

Health Care Administration

Human Resources

Information Systems

International Business

Management Science

Marketing

Degrees Offered: Doctorate Yes

Master's Degree Yes

Bachelor's Degree Yes

Associate Degree No

Certificate No

Diploma No

FREDERICK W. TAYLOR UNIVERSITY

346 Rheem Boulevard, Suite 203

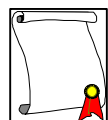
Moraga, CA 94556

Services For Students:	Bilingual Services	No
	Career Development	No
	Counseling	Yes
	Distance Learning	Yes
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	No
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	No
	Tutoring Services	No
	Veteran Approved	No
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: 2 blocks from bus stop

School Type: Private Business and Technical Schools

Accreditation/Certification: Bureau for Private Post Secondary and
Vocational Education



GOLDEN GATE UNIVERSITY

801 Ygnacio Valley Road

Walnut Creek, CA 94596

Phone: (925) 945-7132

Fax: (925) 932-6891

Internet Address: www.ggu.edu

E-Mail Address: N/A

Programs Offered:

Finance, General

General Marketing Operations

Human Resources Management

Information Systems

Telecommunications Management

Degrees Offered:	Doctorate	No
	Master's Degree	Yes
	Bachelor's Degree	Yes
	Associate Degree	No
	Certificate	No
	Diploma	No

GOLDEN GATE UNIVERSITY

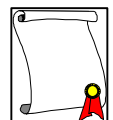
801 Ygnacio Valley Road
Walnut Creek, CA 94596

Services For Students:	Bilingual Services	No
	Career Development	No
	Counseling	Yes
	Distance Learning	Yes
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: 1 block to bus stop
3 1/2 blocks to BART

School Type: 4-year Colleges and Universities

Accreditation/Certification: Western Association of Schools and Colleges



H & R BLOCK TAX TRAINING SCHOOL

1280 Boulevard Way, Ste. 103

Walnut Creek, CA 94595

Phone: (800) 829-2000

Fax: (925) 939-3936

Internet Address: www.hrblock.com

E-Mail Address: N/A

Programs Offered: Taxation

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

H & R BLOCK TAX TRAINING SCHOOL

1280 Boulevard Way, Ste. 103

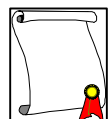
Walnut Creek, CA 94595

Services For Students:	Bilingual Services	Yes
	Career Development	No
	Counseling	No
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	Yes
	Tutoring Services	No
	Veteran Approved	No
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: Bus stops within walking distance

School Type: Private Business and Technical Schools

Accreditation/Certification: Bureau for Private Post Secondary and
Vocational Education



HEALD BUSINESS COLLEGE

2150 John Glenn Drive, Suite 100
Concord, CA 94520-5618

Phone: (925) 827-1300

Fax: (925) 827-1486

Internet Address: www.heald.edu

E-Mail Address: N/A

Programs Offered: Accounting
Administrative and Secretarial Services, Other
Administrative Assistant/Secretarial Science, General
Business Management and Administrative Services,
Other
Business Software Application
Computer and Information Sciences, General
Court Reporter
Legal Administrative Assistant/Secretary
Marketing Operations/Marketing and Distribution,
Other
Medical Administrative Assistant/Secretary
Tourism and Travel Services Marketing Operations

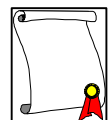
Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	Yes

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: Bus stops on site

School Type: 2-year, Technical, and Community Colleges

Accreditation/Certification: Western Association of Schools and Colleges



HEALD COLLEGE-SCHOOL OF TECHNOLOGY

2860 Howe Road

Martinez, CA 94553-4000

Phone: (925) 228-9000

Fax: (925) 229-3792

Internet Address: www.heald.edu

E-Mail Address: N/A

Programs Offered: Computer Installer and Repairer
Computer Engineering Technologist/Technician
Electrical and Electronics Equipment Installer
and Repairer, General
Electrical, Electronics & Communication Engineering
Business Systems Networking & Telecommunication

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	Yes
Certificate	Yes
Diploma	No

HEALD COLLEGE-SCHOOL OF TECHNOLOGY

2860 Howe Road
Martinez, CA 94553-4000

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	Yes

Proximity to Public Transportation: 2 blocks to bus stop

School Type: 2-year, Technical, and Community Colleges

Accreditation/Certification: Western Association of Schools and Colleges



HELICOPTER ADVENTURES INC.

81 John Glenn Drive
Concord, CA 94520

Phone: (925) 686-2917

Fax: (925) 686-2986

Internet Address: www.heli.com

E-Mail Address: info@heli.com

Programs Offered: Aircraft Pilot and Navigator (professional)

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

HELICOPTER ADVENTURES INC.

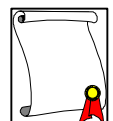
81 John Glenn Drive
Concord, CA 94520

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	No
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	No
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: 1/4 mile to bus stop

School Type: Private Business and Technical Schools

Accreditation/Certification: Accrediting Commission of Career Schools
and Colleges of Technology



JATC OF THE BAY AREA, INC.

600 Roble Avenue

Pinole, CA 94564

Phone: (510) 724-3200

Fax: (510) 724-9253

Internet Address: N/A

E-Mail Address: N/A

Programs Offered: Occupational Safety & Health Technologist/
Technician
Painter and Wall Coverer
Tapers
Construction Trades, Other

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	No
Diploma	No

JATC OF THE BAY AREA, INC.

600 Roble Avenue
Pinole, CA 94564

Services For Students:	Bilingual Services	No
	Career Development	No
	Counseling	No
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	Yes
	Tutoring Services	No
	Veteran Approved	No
	Vocational Assessment	Yes
	Vocational Counseling	No

Proximity to Public Transportation: 1/4 block to bus stop

School Type: Apprenticeship Programs

Accreditation/Certification: Joint Review Committee for Respiratory
Therapy Education



JOHN F. KENNEDY UNIVERSITY

12 Altarinda Road

Orinda, CA 94563-2606

Phone: (925) 253-2213

Fax: (925) 254-6964

Internet Address: www.jfku.edu

E-Mail Address: proginfo@jfku.edu

Programs Offered: Accounting

Business Administration and Management, General

Career Exploration/Awareness Skills

Counseling Psychology

Financial Management and Services, Other

General Retailing Operations

Health and Medical Diagnostic and Treatment

Services, Other

Law (Il.b., J.d.)

Liberal Arts and Sciences/Liberal Studies

Fine/Studio Arts

Museum Studies

Psychology, General

Socio-Psychological Sports Studies

Teacher Education, Multiple Levels

Art

Degrees Offered: Doctorate Yes

Master's Degree Yes

Bachelor's Degree Yes

Associate Degree No

Certificate Yes

Diploma No

JOHN F. KENNEDY UNIVERSITY

12 Altarinda Road
Orinda, CA 94563-2606

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	Yes

Proximity to Public Transportation: Ten minute walk to BART

School Type: 4-year Colleges and Universities

Accreditation/Certification: Western Association of Schools and Colleges



KAISER PERMANENTE SCHOOL OF RADIOLOGY

901 Nevin Avenue
Richmond, CA 94801

Phone: (510) 307-2320

Fax: (510) 307-2327

Internet Address: N/A

E-Mail Address: N/A

Programs Offered: Diagnostic Radiology Residency

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

KAISER PERMANENTE SCHOOL OF RADIOLOGY

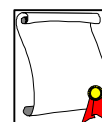
901 Nevin Avenue
Richmond, CA 94801

Services For Students:	Bilingual Services	No
	Career Development	No
	Counseling	No
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	No
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	Yes
	Vocational Counseling	No

Proximity to Public Transportation: 2 blocks to BART

School Type: Hospital or Health Programs (Not taught at other institution types)

Accreditation/Certification: Joint Review Committee on Education in Radiology Technology



LIBERTY HIGH SCHOOL ALTERNATIVE EDUCATION

929 - 2nd Street

Brentwood, CA 94513

Phone: (925) 634-2565

Fax: (925) 634-5317

Internet Address: www.libertyuhsd.k12.ca.us

E-Mail Address: morrison@libertyuhsd.k12.ca.us

Programs Offered: Adult and Continuing Education Administration
Family Living and Parenthood
Citizenship Activities, General
Computer and Information Sciences, General
Foreign Languages and Literatures, General
General Studies
Health-Related Knowledge and Skills, Other
Home Economics, General
Industrial Production Technologist/Technicians, Other
Painting
Teaching English as a Second Language/
Foreign Language

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	Yes

LIBERTY HIGH SCHOOL ALTERNATIVE EDUCATION

929 - 2nd Street
Brentwood, CA 94513

Services For Students:	Bilingual Services	Yes
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	Yes
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	No
	Tutoring Services	No
	Veteran Approved	No
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: Bus stops on site

School Type: Public Adult Schools with Occupational Programs

Accreditation/Certification: Western Association of Schools and Colleges



LOS MEDANOS COLLEGE

2700 East Leland Road
Pittsburg, CA 94565-5197

Phone: (925) 439-2181

Fax: (925) 427-1599

Internet Address: www.losmedanos.net

E-Mail Address: N/A

Programs Offered: Accounting
Actuarial Science
Administration of Justice
Administrative and Secretarial Services, Other
Administrative Assistant/Secretarial Science, Gen.
Alcohol and Drug Studies
Anthropology
Architecture/Environmental Design
Art, General
Auto/Automotive Mechanic/Technician
Biological Sciences/Life Sciences, Other
Business Administration and Management, Gen.
Business General
Business Management and Administrative Services,
Other
Business Management and Supervision
Chemistry, General
Child Development, Care and Guidance
Children's Center Instructor
Computer Hardware Networking
Computer Hardware Support
Computer Science

Programs Offered cont. Construction & Building Inspection
Construction Management
Construction Supervision & Superintendency
Cosmetologist
Culinary Arts
Customer Services
Dental Assisting
Dental Hygiene
Dental Laboratory Technology
Drafting
Drafting Technology
Electrical and Electronic Engineering-Related Technologist/
Technicians, Other
Emergency Medical Technologist/Technician
Engineering Technology
Entrepreneurship
Environmental Technology
Facilities Maintenance Technician
Fire Protection and Safety Technologist/Technician
Foster Care/Day Care
General Office
General Retailing Operations
Graphic Design, Commercial Art and Illustration
Health Professions and Related Sciences, Other
Horticulture
Hotel Administration
Journalism
Landscape Maintenance

LOS MEDANOS COLLEGE

2700 East Leland Road

Pittsburg, CA 94565-5197

Programs Offered cont. Law Enforcement/Police Science
Legal Office
Liberal Art and Sciences, General Studies and
Humanities, Other
Library & Information Technology
Machine Technology
Major Appliance Installer and Repairer
Materials Testing
Mathematics
Medical Office
Microcomputer Software Support
Music, General
Nursing (r.n. Training)
Pastry Baking
Physical Sciences, General
Practical Nurse (l.p.n. Training)
Psychology, General
Real Estate
Restaurant Management
Retailing
Small Engine Mechanic and Repairer
Sociology
Surveying
Television Arts
Tourism and Travel Services Marketing Operations
Welder/Welding Technologist
Women's Studies
Word Information Processing

LOS MEDANOS COLLEGE

2700 East Leland Road
Pittsburg, CA 94565-5197

Degrees Offered:	Doctorate	No
	Master's Degree	No
	Bachelor's Degree	No
	Associate Degree	Yes
	Certificate	Yes
	Diploma	No

Services For Students:	Bilingual Services	Yes
	Career Development	Yes
	Counseling	Yes
	Distance Learning	Yes
	ESL Courses	Yes
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	Yes
	Open Entry/Open Exit	No
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: Bus stops on site

School Type: 2-year, Technical, and Community Colleges

Accreditation/Certification: Accrediting Commission for Community and
Junior Colleges

Western Association of Schools and Colleges



MARTINEZ ADULT SCHOOL

600 F Street

Martinez, CA 94553-1895

Phone: (925) 228-3276

Fax: (925) 228-6989

Internet Address: www.mtec.mtzusd.k12.ca.us

E-Mail Address: jmoon@cccoc.k12.ca.us

Programs Offered: Accounting Technician
Administrative and Secretarial Services, Other
Auto CAD Operator
Basic Skills, General
Business Computer Facilities Operator
Clinical Medical Assistant
Computer and Information Sciences, Other
Construction and Building Finishers and Managers
Customer Service/Representative
Desktop Publishing Equipment Operator
General Office/Clerical and Typing Services
Information Processing/Data Entry Technician
Medical Administrative Assistant/Secretary
Medical Transcription
Microsoft Certified Systems Engineer
Office Assistant
PBX Console Operator/Dispatcher
Painter and Wall Coverer
Receptionist
Security and Loss Prevention Services
Special Lens Dispensing Optician
WEB Site Specialist
Word Processing Operator

MARTINEZ ADULT SCHOOL

600 F Street

Martinez, CA 94553-1895

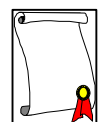
Degrees Offered:	Doctorate	No
	Master's Degree	No
	Bachelor's Degree	No
	Associate Degree	No
	Certificate	Yes
	Diploma	Yes

Services For Students:	Bilingual Services	No
	Career Development	No
	Counseling	Yes
	Distance Learning	No
	ESL Courses	Yes
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	Yes

Proximity to Public Transportation: 1/2 block from bus stop

School Type: Public Adult Schools with Occupational Programs

Accreditation/Certification: Western Association of Schools and Colleges



MASON MCDUFFIE PRUDENTIAL SCHOOL OF REAL ESTATE

1901 Olympic Boulevard, 3rd Floor

Walnut Creek, CA 94596

Phone: (925) 279-0555

Fax: (925) 279-0574

Internet Address: www.norcalrealty.com

E-Mail Address: mmdschool@aol.com

Programs Offered: Real Estate

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

MASON MCDUFFIE PRUDENTIAL SCHOOL OF REAL ESTATE

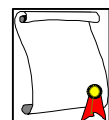
1901 Olympic Boulevard, 3rd Floor
Walnut Creek, CA 94596

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	No
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	No
	Vocational Counseling	Yes

Proximity to Public Transportation: 3 blocks to BART

School Type: Private Business and Technical Schools

Accreditation/Certification: Bureau for Private Post Secondary and
Vocational Education Department of Real Estate



MT. DIABLO ADULT EDUCATION

1266 San Carlos Avenue
Concord, CA 94518

Phone: (925) 685-7340

Fax: (925) 687-8217

Internet Address: N/A

E-Mail Address: phadulted@aol.com

Programs Offered:

Accounting Technician

Career Exploration/Awareness Skills

Child Development, Care and Guidance

Citizenship Activities, General

Computer and Information Sciences, General

Computer Maintenance Technologist/Technician

Cooking and Other Domestic Skills

Crafts, Folk Art and Artisanry

Dance

Data Processing Technologist/Technician

Film-Video Making/Cinematography and Production

Financial Planning

French Language and Literature

German Language and Literature

Health and Physical Education, General

High School Equivalence Certificate

Home Economics, General

Home Health Aide

Interior Design

Italian Language and Literature

Japanese Language and Literature

Medical Assistant

Medical Transcription

Music, General

Music - Piano and Organ Performance

Nurse Assistant/Aide

Pet Ownership and Care

Photography

Receptionist

Russian Language and Literature

Spanish Language and Literature

Special Education, Other

Sports and Exercise

Veterinarian Assistant/Animal Health Technician

Writing

MT. DIABLO ADULT EDUCATION

1266 San Carlos Avenue
Concord, CA 94518

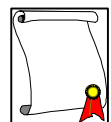
Degrees Offered:	Doctorate	No
	Master's Degree	No
	Bachelor's Degree	No
	Associate Degree	No
	Certificate	Yes
	Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	No
	Distance Learning	Yes
	ESL Courses	Yes
	Financial Aid	Yes
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	No
	Veteran Approved	Yes
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: Convenient access to BART and bus

School Type: Public Adult Schools with Occupational Programs

Accreditation/Certification: Western Association of Schools and Colleges



MT. DIABLO VOCATIONAL SERVICES TRAINING

490 Golf Club Road

Pleasant Hill, CA 94523

Phone: (925) 687-9675

Fax: (925) 687-5248

Internet Address: www.rsnc.com

E-Mail Address: mdvs@hooked.com

Programs Offered: Accounting
Accounting, Other
Accounting Technician
Administrative Assistant/Secretarial Science, General
Computer & Information Sciences, General
Data Processing Technologist/Technician
General Office/Clerical and Typing Services
General Retailing and Wholesaling Operations
and Skills, Other
Information Processing/Data Entry Technician
Medical Administrative Assistant/Secretary
Medical Office Management
Medical Records Technologist/Technician
Receptionist

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

MT. DIABLO VOCATIONAL SERVICES TRAINING

490 Golf Club Road
Pleasant Hill, CA 94523

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: 5 minute walk to bus

School Type: Private Business and Technical Schools

Accreditation/Certification: Bureau for Private Post Secondary and
Vocational Education



NAVAJO AVIATION
145 John Glenn Drive
Concord, CA 94520-5606

Phone: (925) 685-1150

Fax: (925) 685-0238

Internet Address: www.navajoaviation.com

E-Mail Address: fly@navajoaviation.com

Programs Offered: Aircraft Pilot and Navigator (Professional)

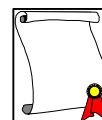
Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	Yes

Proximity to Public Transportation: Bus stops within 1 mile

School Type: Private Business and Technical Schools

Accreditation/Certification: Western Association of Schools and Colleges



PACIFIC STATES AVIATION

51 John Glenn Drive
Concord, CA 94520

Phone: (925) 685-4400

Fax: (925) 687-2434

Internet Address: N/A

E-Mail Address: N/A

Programs Offered: Aircraft Pilot and Navigator (Professional)

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

PACIFIC STATES AVIATION

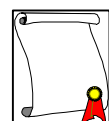
51 John Glenn Drive
Concord, CA 94520

Services For Students:	Bilingual Services	No
	Career Development	No
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: 2 blocks from bus stop

School Type: Private Business and Technical Schools

Accreditation/Certification: Federal Aviation Agency



PARIS BEAUTY COLLEGE

1950 Market Street, Suite E
Concord, CA 94520

Phone: (925) 685-7600

Fax: (925) 685-7045

Internet Address: N/A

E-Mail Address: parisbtycollege@juno.com

Programs Offered: Cosmetologist
Barber/Hairstylist

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

PARIS BEAUTY COLLEGE

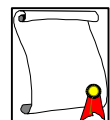
1950 Market Street, Suite E
Concord, CA 94520

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	Yes
	Tutoring Services	No
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: 2 blocks from bus stop

School Type: Private Business and Technical Schools

Accreditation/Certification: National Accrediting Commission of Cosmetology
Arts and Sciences



PHLEBOTOMY PLUS

1501 N. Broadway, #410

Walnut Creek, CA 94596

Phone: (925) 947-3594

Fax: (925) 947-3554

Internet Address: N/A

E-Mail Address: N/A

Programs Offered: Medical Assistant
EKG Paramedical
Bloodbank Technologist/Technician

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: 4 blocks from BART

School Type: Private Business and Technical Schools

Accreditation/Certification: American Society of Phlebotomy Technicians
Bureau for Private Post Secondary and
Vocational Education
Laboratory Field Services



PITTSBURG ADULT EDUCATION CENTER

1151 Stoneman Avenue

Pittsburg, CA 94565

Phone: (925) 473-4460

Fax: (925) 473-4470

Internet Address: www.pittsburg.k12.ca.us/adult/adult.html

E-Mail Address: rbeck@pittsburg.k12.ca.us

Programs Offered:

Accounting	Home Economics, General
Accounting Technician	Home Health Aide
Administrative Assistant/Secretarial Science, General	Insurance and Risk Management
American Citizenship Education	Italian Language and Literature
Banking and Financial Support Services	Mechanics and Repairers, Other
Basic Skills, General	Medical Assistant
Carpenter	Medical Records Technologist/Technician
Computer and Information Sciences, General	Medical Transcription
Computer Installer and Repairer	Music - Voice and Choral/Opera Performance
Cooking and Other Domestic Skills	Nurse Assistant/Aide
Design and Applied Arts, Other	Nursing, Other
Driver and Safety Teacher Education	Painting
Education, General	Receptionist
English Language and Literature, General	Spanish Language and Literature
Family Living and Parenthood	Upholsterer
Fine Arts and Art Studies, Other	Welder/Welding Technologist
General Office/Clerical and Typing Services	
Health Professions and Related Sciences, Other	
Health-Related Knowledge and Skills, Other	
High School Equivalence Certificate	

PITTSBURG ADULT EDUCATION CENTER

1151 Stoneman Avenue
Pittsburg, CA 94565

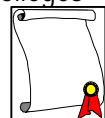
Degrees Offered:	Doctorate	No
	Master's Degree	No
	Bachelor's Degree	No
	Associate Degree	No
	Certificate	Yes
	Diploma	No

Services For Students:	Bilingual Services	Yes
	Career Development	Yes
	Counseling	Yes
	Distance Learning	Yes
	ESL Courses	Yes
	Financial Aid	No
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: 1 block from bus stop

School Type: Public Adult Schools with Occupational Programs

Accreditation/Certification: Western Association of Schools and Colleges



PRODUCTIVITY POINT INTERNATIONAL

2999 Oak Road

Walnut Creek, CA 94596

Phone: (925) 937-9000

Fax: (925) 939-2716

Internet Address: www.propoint.com

E-Mail Address: N/A

Programs Offered: Microsoft (MCSE)

Novell

Citrix

Sun

Computer & Information Sciences, General

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

PRODUCTIVITY POINT INTERNATIONAL

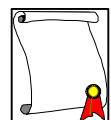
2999 Oak Road
Walnut Creek, CA 94596

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	No
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	No
	Tutoring Services	No
	Veteran Approved	No
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: Across from BART

School Type: Public Secondary Schools with
Occupational Programs

Accreditation/Certification: Vocational and Educational Counselors



PROFESSIONAL SKILLS INSTITUTE

1470 Enea Circle, Suite 1500

Concord, CA 94520

Phone: (925) 680-1692

Fax: (925) 680-1737

Internet Address: www.proskills.com

E-Mail Address: podonnell@proskills.com

Programs Offered: Physical Therapy Assistant

A+ Certification

Microsoft (MCSE)

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	Yes
Certificate	Yes
Diploma	No

PROFESSIONAL SKILLS INSTITUTE

1470 Enea Circle, Suite 1500

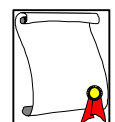
Concord, CA 94520

Services For Students:	Bilingual Services	No
	Career Development	No
	Counseling	No
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: 1 block from bus stop

School Type: JTPA Programs

Accreditation/Certification: Accrediting Bureau of Health Education Schools
Bureau for Private Post Secondary
and Vocational Education
Commission on Accreditation American
Physical Therapy Assistant



QUICK LEARNING SCHOOL

1465 Enea Circle, Suite 940

Concord, CA 94520

Phone: (925) 676-1526

Fax: (925) 682-5493

Internet Address: www.quicklearningschool.com

E-Mail Address: quikirm@aol.com

Programs Offered: Insurance and Risk Management

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

QUICK LEARNING SCHOOL

1465 Enea Circle, Suite 940

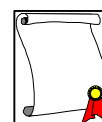
Concord, CA 94520

Services For Students:	Bilingual Services	No
	Career Development	No
	Counseling	No
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: 1 block from bus stop

School Type: Private Business and Technical Schools

Accreditation/Certification: Bureau for Private Post Secondary and
Vocational Education



RUBICON PROGRAMS, INC.

154 - South 23rd Street

Richmond, CA 94804

Phone: (510) 235-1516

Fax: (510) 412-1750

Internet Address: www.rubiconpgms.org

E-Mail Address: rubicon@rubiconpgms.org

Programs Offered: Baker/Pastry Chef
Nurse Assistant/Aide
Institutional Food Workers & Administrators, Other
Custodial Housekeeping & Home Services Workers
and Managers, Other
Landscaping Operations and Management
Painter & Wall Coverer

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

RUBICON PROGRAMS, INC.

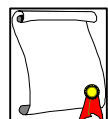
154 - South 23rd Street
Richmond, CA 94804

Services For Students:	Bilingual Services	Yes
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	No
	Veteran Approved	No
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: 1 to 2 blocks from bus stop

School Type: JTPA Programs

Accreditation/Certification: Commission on Accreditation of Rehabilitation
Facilities



SOFTWARE ADVANCED TECHNOLOGIES INSTITUTE

2151 Salvio Street, Suite 267

Concord, CA 94522

Phone: (925) 681-0697

Fax: (925) 681-0695

Internet Address: www.saticareers.com

E-Mail Address: info@saticareers.com

Programs Offered: Computer Engineering
Software Quality Assurance Engineer
Quality Control Technologist/Technician
Computer Engineering Technologist/Technician

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

SOFTWARE ADVANCED TECHNOLOGIES INSTITUTE

2151 Salvio Street, Suite 267

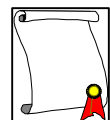
Concord, CA 94522

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: 1 block to bus stop

School Type: Private Business and Technical Schools

Accreditation/Certification: Bureau for Private Post Secondary and
Vocational Education



SPEAK UP...ENGLISH FOR BUSINESS

3744 Mt. Diablo Blvd., Suite 102

Lafayette, CA 94549

Phone: (925) 283-7106

Fax: (925) 299-0909

Internet Address: www.speakupenglish.com

E-Mail Address: info@speakupenglish.com

Programs Offered: Communications, General
Communications, Other
Reading, Literacy & Communication Skills
English Technical & Business Writing
Speech-Language Pathology
Writing

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

SPEAK UP...ENGLISH FOR BUSINESS

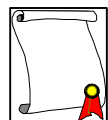
3744 Mt. Diablo Blvd., Suite 102
Lafayette, CA 94549

Services For Students:	Bilingual Services	No
	Career Development	No
	Counseling	No
	Distance Learning	No
	ESL Courses	Yes
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	No
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	No
	Tutoring Services	No
	Veteran Approved	No
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: 1/3 mile from BART

School Type: Private Business and Technical Schools

Accreditation/Certification: DBE Regional Transit Coordinating Council



ST. MARY'S COLLEGE

1928 St. Mary's Road
Moraga, CA 94556

Phone: (800) 538-9999

Fax: (925) 631-9869

Internet Address: www.stmarys-ca.edu

E-Mail Address: offcampus@stmarys-ca.edu

Programs Offered:

Accounting	Management Information Systems and
Anthropology	Business Data Processing, General
Art, General	Mathematics
Biology, General	Nursing, Other
Business Administration and Management	Paralegal/Legal Assistant
Chemistry, General	Political Science and Government, Other
Economics, General	Pre-dentistry Studies
Education, General	Pre-law Studies
Family and Marriage Counseling	Psychology, General
French Language and Literature	Science, Technology and Society
Health and Physical Education, General	Sociology
Health System/Health Services Administration	Special Education, General
History, General	Teacher Education, Specific Academic and
Humanities/Humanistic Studies	Vocational Programs, Other
Liberal Arts and Sciences/Liberal Studies	Visual and Performing Arts

ST. MARY'S COLLEGE

1928 St. Mary's Road
Moraga, CA 94556

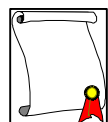
Degrees Offered:	Doctorate	No
	Master's Degree	Yes
	Bachelor's Degree	Yes
	Associate Degree	No
	Certificate	Yes
	Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	No
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: Bus stops on site.

School Type: 4- year Colleges and Universities

Accreditation/Certification: Western Association of Schools and Colleges



THE SERVICE QUALITY DEPARTMENT

1063 Todos Santos Station

Concord, CA 94522

Phone: (925) 685 - 7565

Fax: (925) 685 - 4859

Internet Address: www.service-quality.com

E-Mail Address: jk@service-quality.com

Programs Offered:

General Selling Skills & Sales Operators

Degrees Offered:	Doctorate	No
	Master's Degree	No
	Bachelor's Degree	No
	Associate Degree	No
	Certificate	Yes
	Diploma	No

THE SERVICE QUALITY DEPARTMENT

1063 Todos Santos Station

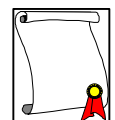
Concord, CA 94522

Services For Students:	Bilingual Services	Yes
	Career Development	No
	Counseling	No
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	No
	Veteran Approved	No
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: Bus stops within 50 feet

School Type: JTPA Programs

Accreditation/Certification: Bureau for Private Post Secondary and
Vocational Education



UA LOCAL 159 PLUMBERS

1308 Roman Way
Martinez, CA 94553

Phone: (925) 229-0883

Fax: (925) 229-1101

Internet Address: N/A

E-Mail Address: N/A

Programs Offered: Plumber and Pipefitter

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

UA LOCAL 159 PLUMBERS

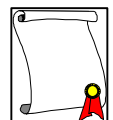
1308 Roman Way
Martinez, CA 94553

Services For Students:	Bilingual Services	No
	Career Development	No
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	No
	Vocational Counseling	Yes

Proximity to Public Transportation: 4 blocks from bus stop

School Type: Apprenticeship Programs

Accreditation/Certification: Bureau for Private Post Secondary and Vocational
Education



UNIVERSITY OF CALIFORNIA, BERKELEY - UNIVERSITY EXTENSION

2270 Camino Ramon
San Ramon, CA 94583

Phone: (925)806-0300

Fax: (925)806-9002

Internet Address: www.unex.berkeley.edu

E-Mail Address: N/A

Programs Offered:

Accounting	Finance
Advanced Environmental Law and Management	General Marketing Operations
Air Quality Management	Hazardous Material Management
Biological and Physical Science	Health
Business and Management	Heating, Ventilation, Air Conditioning & Refrigeration
Business Systems Networking and Telecommunications	Human Resources Management, Other
Computer-Aided Design	Integrated Solid Waste Management
Computer Science and Information Technology	Languages
Computer Technologies in Education	Mathematics
Continuous Improvement For Total Quality	Microsoft Windows Programming
Copy Editing	Project Management
Education	Publishing
Emergency Preparedness Planning & Management	Purchasing and Supplier Management
Employee Benefits	Social Science
Engineering	Teaching English as a Second Language
English Science	Telecommunications Engineering
Environmental Site Assessment & Remediation	Training and Human Resources Development
Facilities Management	
Film and Video	

UNIVERSITY OF CALIFORNIA, BERKELEY - UNIVERSITY EXTENSION

2270 Camino Ramon
San Ramon, CA 94583

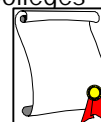
Degrees Offered:	Doctorate	No
	Master's Degree	No
	Bachelor's Degree	No
	Associate Degree	No
	Certificate	Yes
	Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	No
	Counseling	No
	Distance Learning	Yes
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	No
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: Two blocks to bus stop.

School Type: 4-year Colleges and Universities

Accreditation/Certification: Western Association of Schools and Colleges



UNIVERSITY OF PHOENIX

370 N. Wiget Lane

Walnut Creek, CA 94598

Phone: (925) 952-3990

Fax: (925) 946-0233

Internet Address: www.uophx.edu

E-Mail Address: N/A

Programs Offered: Business Administration
Business Management
Business Accounting
Business Information Systems
Computer Information Systems
Nursing
Organizational Management
Technology Management

Degrees Offered: Doctorate	No
Master's Degree	Yes
Bachelor's Degree	Yes
Associate Degree	Yes
Certificate	Yes
Diploma	No

UNIVERSITY OF PHOENIX

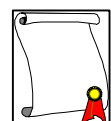
370 N. Wiget Lane
Walnut Creek, CA 94598

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	Yes
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	Yes
	Vocational Counseling	No

Proximity to Public Transportation: 2 blocks from bus stop

School Type: 4-year Colleges and Universities

Accreditation/Certification: Commission on Institutions of Higher Education of the
North Central Association of Colleges and Schools



UNIVERSITY OF SAN FRANCISCO, SAN RAMON REGIONAL CAMPUS

1 Annabel Lane, Suite 115

San Ramon, CA 94583

Phone: (925) 867-2711

Fax: (925) 275-1555

Internet Address: www.usfca.edu

E-Mail Address: N/A

Programs Offered: Accounting Technician
Computer and Information Sciences, General
Technology Teacher Education/Industrial Arts Teacher
Human Resources Management
Health System/Health Services Administration
Management Information Systems and
Business Data Processing, General
Masters in Organization Development
Industrial and Organization/Psychology, Public
Administration
Organizational Behavior Studies

Degrees Offered: Doctorate	No
Master's Degree	Yes
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

UNIVERSITY OF SAN FRANCISCO, SAN RAMON REGIONAL CAMPUS

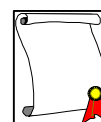
1 Annabel Lane, Suite 115
San Ramon, CA 94583

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: 1 block to bus stop

School Type: 4-year Colleges and Universities

Accreditation/Certification: Western Association of Schools and Colleges



WEST CONTRA COSTA ADULT EDUCATION

6028 Ralston Avenue
Richmond, CA 94805

Phone: (510) 215-4666

Fax: (510) 215-0430

Internet Address: www.wccusd.k12.ca.us

E-Mail Address: sprice@wccusd.k12.ca.us

Programs Offered:

Accounting Technician

Administrative Assistant/Secretarial Science

Building Maintenance

Career Exploration/Awareness Skills

Computer and Information Sciences, General

Computer Engineering Technologist/Technician

Construction/Building Technologist/Technician

Cooking and Other Domestic Skills

Custodian/Caretaker

Dance

Drawing

Driver and Safety Teacher Education

Education, General

Family Living and Parenthood

Fiber, Textile and Weaving Arts

Film/Video and Photographic Arts, Other

Finance, General

Fine Arts and Art Studies, Other

French Language and Literature

General Office/Clerical and Typing Services

Health and Physical Education/Fitness, Other

Health-Related Knowledge and Skills, Other

Heating, Air Conditioning and Refrigeration

Technologist/Technician

Home Maintenance and Improvement

Investments and Securities

Music, General

Painting

Photography

Radio and Television Broadcasting

Real Estate

Receptionist

Sign Language Interpreter

Spanish Language and Literature

Welder/Welding Technologist

Woodworkers, General

Writing

WEST CONTRA COSTA ADULT EDUCATION

6028 Ralston Avenue
Richmond, CA 94805

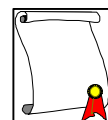
Degrees Offered:	Doctorate	No
	Master's Degree	No
	Bachelor's Degree	No
	Associate Degree	No
	Certificate	Yes
	Diploma	Yes

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	Yes
	Financial Aid	No
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: 1/2 block from bus stop

School Type: JTPA Programs

Accreditation/Certification: Western Association of Schools and Colleges



WESTERN CAREER COLLEGE

380 Civic Drive, Suite 300

Pleasant Hill, CA 94523

Phone: (925) 609-6650

Fax: (925) 609-6666

Internet Address: www.westerncollege.com

E-Mail Address: N/A

Programs Offered: Dental Assistant
Medical Assistant
Medical Records Administration
Medical Transcription

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	Yes
Certificate	No
Diploma	No

WESTERN CAREER COLLEGE

380 Civic Drive, Suite 300

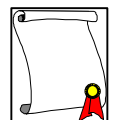
Pleasant Hill, CA 94523

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	No
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: Bus stops on site

School Type: JTPA Programs

Accreditation/Certification: Bureau for Post Secondary and Vocational
Education



WESTERN COLLEGE OF TRAVEL CAREERS, INC.

1475 North Broadway, #390

Walnut Creek, CA 94596

Phone: (925) 945-0790

Fax: (925) 943-2349

Internet Address: N/A

E-Mail Address: N/A

Programs Offered: Travel-Tourism Management

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

WESTERN COLLEGE OF TRAVEL CAREERS, INC.

1475 North Broadway, #390

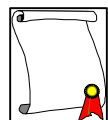
Walnut Creek, CA 94596

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	No
	Tutoring Services	No
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: 2 blocks from bus stop

School Type: Private Business and Technical Schools

Accreditation/Certification: Bureau for Private Post Secondary and
Vocational Education



WORLDWIDE EDUCATIONAL SERVICES

2280 Diamond Blvd., #330

Concord, CA 94520

Phone: (925) 798-2000

Fax: (925) 798-5314

Internet Address: www.worldwideeducsvsofca.com

E-Mail Address: wesoc@ix.netcom.com

Programs Offered:

Accounting/Bookkeeping	General Office/Secretarial
Administrative Secretary/Office Management	Human Resources Assistant
Basic Skills/Pre-employment Skill Training/GED	Legal Secretary
CATV Installer/Satellite Dish Installer/Security	Management Trainee
Alarm Installer	Medical Billing/Record Keeping/Coding
Computer Operator	Medical Secretary
Construction Estimating/Management	Medical Terminology/Transcription
Customer Service/Cashiering/Travel/Hospitality	Mobile Electronics Component Installer
Leisure/Convention	Network Administration
Data Entry/Office Clerk	Property Management
Desktop Publishing/Computer Graphics	Receptionist/Typist
Electronics Assembly/Quality Control/Testing	Retail
Electronics Service Technician/Consumer Business	Telecommunications Technician
Machine Repair	Warehousing/Inventory/Forklift Operation
Fastrack Computer Skills	Website Development/Internet
Fastrack Electronics/Telecommunications Tutorials	Word Processor
Forklift Operator	

WORLDWIDE EDUCATIONAL SERVICES

2280 Diamond Blvd., #330

Concord, CA 94520

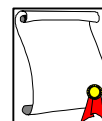
Degrees Offered:	Doctorate	No
	Master's Degree	No
	Bachelor's Degree	No
	Associate Degree	No
	Certificate	Yes
	Diploma	No

Services For Students:	Bilingual Services	Yes
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	Yes
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: 1 block to bus stop

School Type: JTPA Programs

Accreditation/Certification: Bureau for Private Post Secondary and
Vocational Education



Licensing/Certifying Requirement

Appendix B provides a list of those occupations surveyed that require a license or certificate. Information regarding licensing/certifying was obtained from the California License Handbook, 5th edition, 1997.

Occupation Studied	Licensing/Certifying Agency	Year Studied
Accountants and Auditors	Department of Consumer Affairs, State Board of Accountancy 2000 Evergreen Street, Suite 250 Sacramento, CA 95818-3832 (916) 263-3680 / (916) 263-3674	1998
Automotive Mechanics	Department of Consumer Affairs, Bureau of Automotive Repair 10240 Systems Parkway Sacramento, CA 95827 (916) 952-5210	1998
Chemical Engineers	Department of Consumer Affairs, Board of Professional Engineers and Land Surveyors 2535 Capital Oaks Drive, Suite 300 Sacramento, CA 95833 (916) 263-2222	1996
Civil Engineering Technicians and Technologists	Department of Consumer Affairs, Board of Professional Engineers and Land Surveyors 2535 Capital Oaks Drive, Suite 300 Sacramento, CA 95833 (916) 263-2222	1996
Electrical Engineers	Department of Consumer Affairs, Board of Professional Engineers and Land Surveyors 2535 Capital Oaks Drive, Suite 300 Sacramento, CA 95833 (916) 263-2222	1996
Child Care Workers	Department of Social Services Bay Area District-Child Care 5850 Shellmount Street, Suite 315 Emeryville, CA 94608 (510) 450-3984 / (510) 450-3969	1998
Detectives and Investigators	Department of Consumer Affairs, Bureau of Security and Investigative Services 400 R Street, Suite 2001 Sacramento, CA 95814 (916) 445-8080	1998

Occupation Studied	Licensing/Certifying Agency	Year Studied
Guards and Watch Guards	Department of Consumer Affairs, Bureau of Security and Investigative Services 400 R Street, Suite 2001 Sacramento, CA 95814 (916) 445-8080	1996
Hairdressers, Hairstylists and Cosmetologists	Department of Consumer Affairs, Board of Barbering and Cosmetology 400 R Street, Suite 4080 Sacramento, CA 95814 (916) 445-7061 / (916) 445-7008	1999
Home Health Aides	Department of Health Services, Health and Welfare Agency Licensing and Certification 1800 3rd Street, Suite 210 Sacramento, CA 95814 (916) 445-2070	1998
Industrial Truck and Tractor Operators	Department of Motor Vehicles, Commercial Driving License Office P.O. Box 944278, MS-J254 Sacramento, CA 94278-2780 (916) 657-5771 Field Offices: El Cerrito: (510) 235-9171; Pittsburg: (925) 432-4748	1999
Licensed Vocational Nurses	Department of Consumer Affairs, Board of Vocational Nurse and Psychiatric Technician Examiners 2535 Capitol Oaks Drive, Suite 200 Sacramento, CA 95833 (916) 263-7800	1997
Manicurists	Department of Consumer Affairs, Board of Barbering and Cosmetology 400 R Street, Suite 4080 Sacramento, CA 95814 (916) 445-7061 / (916) 445-7008	1999

Occupation Studied	Licensing/Certifying Agency	Year Studied
Medical Assistants	Department of Consumer Affairs, Medical Board of California Affiliated Healing Arts Professions 1426 Howe Avenue, Suite 56 Sacramento, CA 95825-3236 (916) 263-2496 (state-regulated training)	1998
Opticians – Dispensing and Measuring	Department of Consumer Affairs, Medical Board of California, Registered Contact Lens Dispenser, Registered Dispensing Optician Certificate, Registered Spectacle Lens Dispenser 1426 Howe Avenue, Suite 56 Sacramento, CA 95825-3236 (916) 263-2634	1999
Registered Nurses	Department of Consumer Affairs, Board of Registered Nursing P.O. Box 944210 Sacramento, CA 94244-2100 (916) 322-3350	1996
Teachers and Instructors - Vocational Education and Training	Department of Social Services, Commission on Teacher Credentialing 1812 9th Street P.O. Box 944270 Sacramento, CA 94244-2700 (916) 445-7254	1999
Teachers – Elementary School	Department of Social Services, Commission on Teacher Credentialing 1812 9th Street P.O. Box 944270 Sacramento, CA 94244-2700 (916) 445-7254	1997
Teachers Kindergarten	Department of Social Services, Commission on Teacher Credentialing 1812 9th Street P.O. Box 944270 Sacramento, CA 94244-2700 (916) 445-7254	1996

Occupation Studied	Licensing/Certifying Agency	Year Studied
Teachers – Secondary School	Department of Social Services, Commission on Teacher Credentialing 1812 9th Street P.O. Box 944270 Sacramento, CA 94244-2700 (916) 445-7254	1997
Truck Drivers – Heavy or Tractor Trailer	Department of Motor Vehicles, Commercial Driving license Office P.O. Box 944278, MS-J254 Sacramento, CA 94278-2780 (916) 657-5771 Field Offices: El Cerrito: (510) 235-9171; Pittsburg: (925) 432-4748	1998
Truck Drivers – Light	Department of Motor Vehicles, Commercial Driving License Office P.O. Box 944278, MS-J254 Sacramento, CA 94278-2780 (916) 657-5771 El Cerrito: (510) 235-9171; Pittsburg: (925) 432-4748	1996

ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

Name: _____

Position: _____

Phone: _____ Fax: _____

Occupation: 031132999 NETWORK PROFESSIONALS		
Network Professionals are responsible for designing and maintaining a company's computerized information system, managing local and/or wide area networks. They may also include training network users, developing network strategies, downsizing mainframe and mini computer systems to PC networks. They may build front-ends to specific applications. They may be certified or uncertified.		
Does your firm employ any individual performing the duties in the occupation described above? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please complete this survey for the occupation described. If no, please return this questionnaire to the above address. If your firm has multiple locations, please confine your answers to locations in your county .		
1. What job title(s) does your firm use for these duties?	Job Title(s): _____	
2. a. How many employees does your firm currently have in this occupation?	Number of Employees: _____	
b. In this occupation, how many are:	Number of Males: _____	Number of Females: _____
c. In this occupation, how many current employees are there and on average how many weekly hours do they work?		
Regular, Full Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Regular, Part Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Temporary/On Call:	Number of Employees: _____	Average Weekly Hours Worked: _____
Seasonal:	Number of Employees: _____	Average Weekly Hours Worked: _____
3. In your firm, what shifts are available for this occupation? (check all that apply)	<input type="checkbox"/> Day <input type="checkbox"/> Swing <input type="checkbox"/> Graveyard <input type="checkbox"/> Other: Please specify _____	
4. Has your firm hired in this occupation within the last 12 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, how many were hired to fill: vacancies resulting from promotions within your firm?		
vacancies resulting from people in permanent positions leaving your firm?		
new permanent positions resulting from growth?		
temporary, on call, or seasonal positions?		
5. a. During the last 12 months, did your firm's employment in this occupation: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
b. Over the next 24 months, do you expect your firm's employment in this occupation to: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
6. When you hire applicants for this occupation, is prior experience in this occupation required? If yes or preferred, how much experience in this occupation is required/preferred? Is experience in other occupations accepted?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months) <input type="checkbox"/> Yes <input type="checkbox"/> No Please specify below: Occupation: _____ (months)	
7. If prior experience is required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one)		
Not Difficult 1 2 3 4 Difficult		
8. If prior experience is <u>not</u> required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find qualified applicants. (Circle one)		
Not Difficult 1 2 3 4 Difficult		

9. Does your firm accept training as a substitute for experience in this occupation? If yes, how many months of training can generally be substituted?		<input type="checkbox"/> Yes <input type="checkbox"/> No _____ (months)						
10. Is technical or vocational training required prior to employment in this occupation ? If yes or preferred, what kind of training is required?		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months)						
11. What is the minimum level of education your firm requires when hiring an applicant in this occupation ? (Check one).								
<input type="checkbox"/> Less than high school diploma <input type="checkbox"/> High school diploma or equivalent <input type="checkbox"/> Associate Degree (2 year) <input type="checkbox"/> Bachelor Degree (4 year) <input type="checkbox"/> Graduate Study								
12. What is the usual income earned by your firm's employees in this occupation at the following levels of skills and experience?		For other compensation, please indicate the average overall earnings and types(s) of compensation.						
<ul style="list-style-type: none"> New hires, no experience (trained or untrained): New hires who are experienced: Experienced employees after 3 years with your firm: <p style="text-align: center;">(Please check one)</p>	<u>Base Wage or Salary</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<u>Other Compensation</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<u>Type of Compensation</u> <input type="checkbox"/> Commission <input type="checkbox"/> Tips <input type="checkbox"/> Bonus <input type="checkbox"/> Piece Rate <input type="checkbox"/> Other Specify _____					
13. Are the wages for employees in this occupation subject to a collective bargaining or union agreement? If yes, what is the name of the union or local number?			<input type="checkbox"/> Yes <input type="checkbox"/> No _____					
14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees in this occupation and which best describes who pays for them:								
	<u>Employer Pays All</u>		<u>Share Cost</u>		<u>Employee Pays All</u>		<u>Not Provided</u>	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Life Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sick Leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vacation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please Specify): _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. a. Does your firm ever promote employees in this occupation to higher level positions?					<input type="checkbox"/> Yes <input type="checkbox"/> No _____			
If yes, what are the titles of the positions to which they may be promoted?					_____			
b. What skills are important for career advancement?					_____			
16. What computer software skills, if any, does your firm seek in applicants for this occupation ? (Please check all that apply)								
Specify software names: <input type="checkbox"/> None								
<input type="checkbox"/> Word Processing <input type="checkbox"/> Spreadsheet <input type="checkbox"/> Database <input type="checkbox"/> Desktop Publishing <input type="checkbox"/> Other: _____								
17. What other new skills are needed to perform the duties of this occupation?								

18. When your firm hires employees for this occupation , which are the top three most successful recruitment methods?								
<input type="checkbox"/> In-house promotions or transfers <input type="checkbox"/> Newspaper ads <input type="checkbox"/> Internet <input type="checkbox"/> EDD <input type="checkbox"/> Walk-in applicants <input type="checkbox"/> Colleges/Universities <input type="checkbox"/> School/program referrals <input type="checkbox"/> Union hall referrals <input type="checkbox"/> Employee referrals <input type="checkbox"/> Private employment agencies <input type="checkbox"/> Trade journals <input type="checkbox"/> Other (Please specify): _____								
19. Are you aware of any new, changing, or emerging occupations in your industry? Please specify:					<input type="checkbox"/> Yes <input type="checkbox"/> No _____			
Would you like to receive a complimentary copy of the survey results for this occupation?							<input type="checkbox"/> Yes <input type="checkbox"/> No	

THANK YOU FOR YOUR COOPERATION !

